MN Landscape Arboretum
MyImpact Volunteer User Manual
Version: March 2023

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Purpose of MyImpact Volunteer User Manual
To serve as a resource and reference tool for Arboretum volunteers to utilize MyImpact.
Authored by Courtney Flug, March 2023

What is MyImpact?
My Impact is a web-based volunteer database software that allows for self-scheduling, tracking and reporting of volunteer hours. It is a tool that supports volunteer engagement, programs, staff and the overall Arboretum mission.

Why is MyImpact important to the Arboretum?
Equity - When staff use MyImpact to post opportunities for volunteers, we create a platform that is equitable. All volunteers have opportunities to sign up for shifts and the work is more evenly distributed.
Storytelling - MyImpact supports our ability to communicate the power and impact of volunteer service at the Arboretum.
Safety - It is also an important safety and liability tool allowing us to know who is onsite, what they are doing and who they are working with.
Communication - MyImpact is our primary recruitment tool for volunteers and provides significant support for staff planning and communication.

Why is it important for volunteers to use MyImpact?
It's part of your volunteer service - Volunteer use of MyImpact supports the Arboretum mission, programs and staff. It is the primary tool for volunteers to view opportunities, sign up for shifts, view schedules and log hours as well as update contact information, availability, interests and skills.
It assists with grant funding and assessment of work areas - The hours you record reflect needs in specific areas. This information is used to seek grant funding and assess staffing.
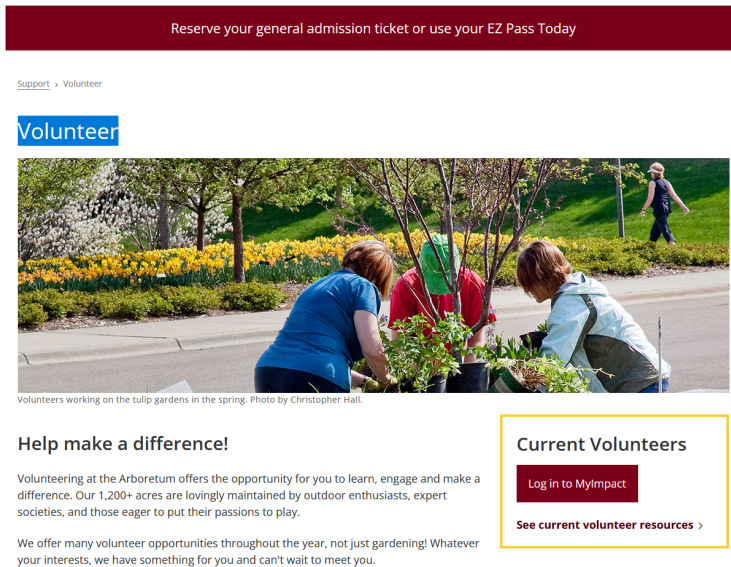
Where can I find support to use MyImpact?
- Review the contents of this manual
- Visit the MyImpact Help pages (accessible from home page of MyImpact, Help is listed just underneath MyProfile on upper right hand corner)
- Review contents of full user manual Arb website
- Contact Volunteer Department, arbvol@umn.edu or 612-301-1203.

How to Login

There are 3 main ways to gain access to MyImpact:

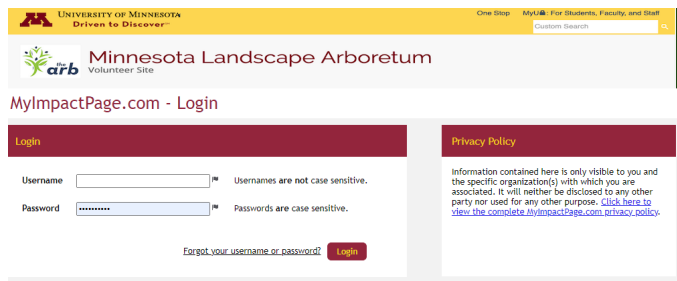1. Visit the Arboretum Volunteer Homepage, select MyImpact link labeled "Log in to MyImpact": https://arb.umn.edu/volunteer

2. Bookmark the page on your computer for easy access: MyImpactPage.com

   Don't know how to install bookmarks? This website might be helpful How to Bookmark Webpages

3. Mobile App: (note additional mobile app instruction can be found on pages 17-20 of this manual)

   Install an app on your smartphone or tablet. Instructions for Apple and Android devices found here: https://support.betterimpact.com/siteguide/my-impact-app/

Once at the log-in page, please:

1. Enter your username and password (created when you submitted your volunteer application)

Note: If you cannot remember your username and/or password, please navigate to the MyImpact login page and select "Forgot your username or password?"

You may also contact arbvol@umn.edu or 612-301-1203 for support.

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Your Dashboard

Your dashboard or Home Page is your point of entry into the system.

It will contain the following tabs:

Home: your homepage front

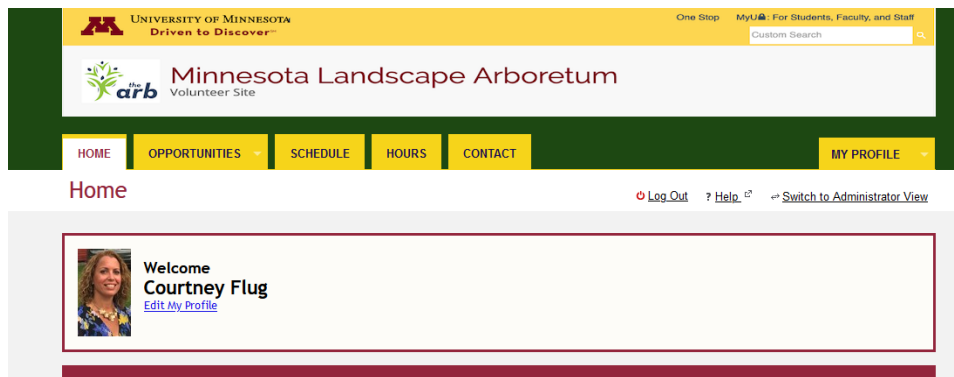**Opportunities:** where you sign-up for shifts

Schedule: View your scheduled activities
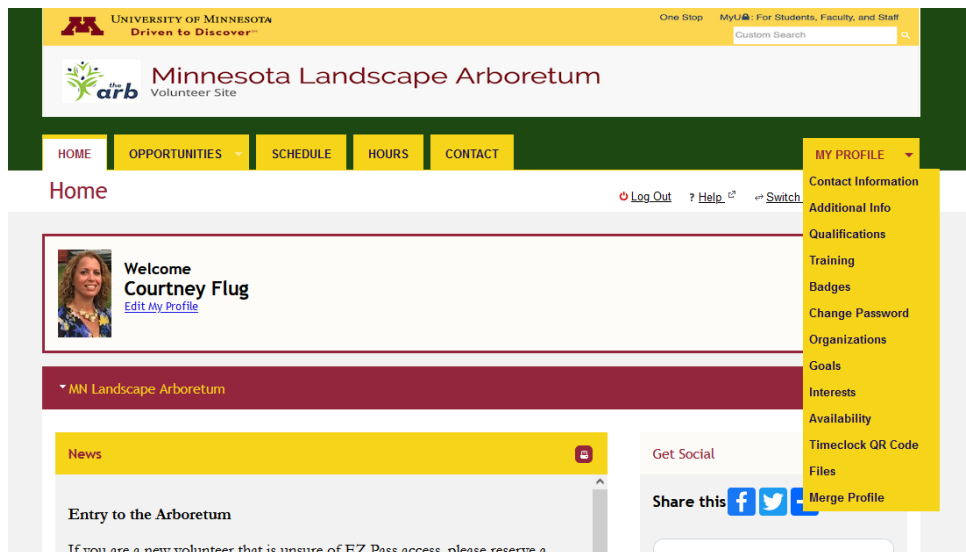
Hours: Track, view and log hours

Contact: You can can contact staff coordinators directly through the site

My Profile: Your personal information section

Help is located below the My Profile tab and has access to many how-to topics and videos to use MyImpact.

Your Profile

You will find the following in this section:

Contact information: You can update your username, address, email, phone number in this section.

> **Privacy Settings:** This is where you can identify whether you want other volunteers to see your name on the schedule, and if so, how you want it displayed. See page 7.

> **Subscriptions:** This is where you can sign up to get weekly schedule reminders by email. See page 7.

Additional Info: This is where you can add or update information about yourself.

> **Availability:** Indicates what days and times you are available.

Qualifications: Includes background check date and minor safety training along with membership information for societies i.e. MN Bonsai Society.

Training: This is where you can view instructions for: Background check renewal, How to Remove Yourself from a Shift, How to Sign up for Shifts, Karen Diver Presentation 2-1-23 and Safety of Minors Module.

Badges: We do not currently use this feature.

Change Password: This is where you can change your password at any time.

Organizations: This is where you will find basic information about the Arboretum and organizations you are linked with that also use MyImpact.

Goals: This is where you can set personal hours goals for yourself.

Interests: Specific areas you are interested in.

Availability: Indicates what days and times you are available.

Timeclock QR Code: We do not currently use this feature.

Files: This includes links to Arboretum items including background check policy, core values, emergency preparedness, inclusion statement, volunteer agreement as well as UMN documents including code of conduct, equity and diversity summary, safety of minors and Equity and Diversity Vision Framework.

Merge Profile: This is where you could choose to transfer information from your profile to another organization that is newly using MyImpact where you also volunteer. See pages 12-13.
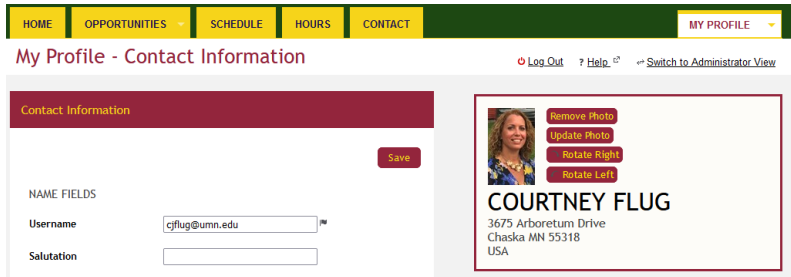
Adding a photo

While not required, you are encouraged to upload a photo in your profile. It helps staff to be able to associate names and faces.

To upload a photo:

- Click the "update photo" button located along the right side of the page while you are on the the My Profile section
- Select a photo in .jpg, .gif, or .png format and click "open"

- Click the "upload selected photo" button

Privacy Settings-Add your name to the schedule

This is where you can indicate if other volunteers will see your name on the schedule.

Options include:

- I want other volunteers to be able to see my name in the list of scheduled volunteers.
- I want my last name included.
- I want my photo included.

We encourage you to select the option that you are comfortable with. Our hope is that volunteers will at a minimum select the 1st option, "I want other volunteers to be able to see my name in the list of scheduled volunteers"; this option will display first name only.
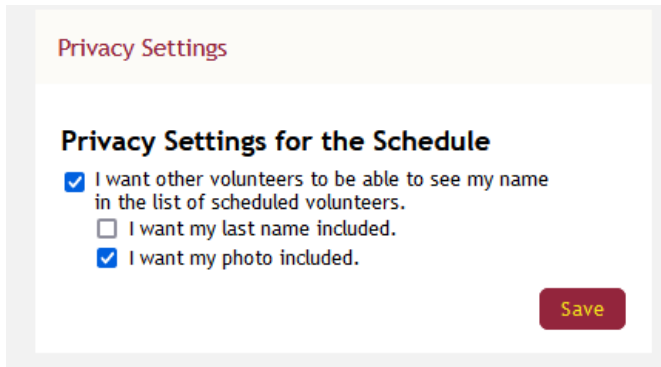
Subscriptions-Email schedule reminders
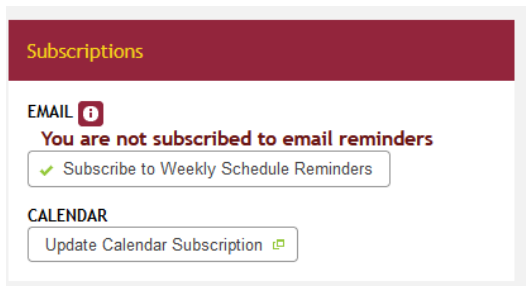
You can click on the Subscribe to Weekly Schedule Reminders to receive an email with a two week summary of your upcoming shifts.

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Changing your password

You can change your password at any time by selecting "Change Password" from the drop down menu in "My Profile." Just enter your new password twice and click "Change Password."

Opportunities

The opportunities tab is where you go to sign-up for your volunteer shifts. An "Activity" is the shift type you wish to sign up for. When you click on the Opportunities tab, you will be given two options for how you want to view availability activities: Opportunity Calendar or Opportunity List.

Opportunity Calendar

You can choose to filter activities by category (such as Gardens and Grounds) or start time. You can also choose to filter activities for the month, week or day.

How to sign-up for a shift from the Opportunity Calendar:

Select the shift you are interested in by clicking directly on the shift, and click the "Sign Up" button.

You can also see who else is already signed up for the shift by clicking on the "Who is Scheduled?"

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Gardens and Grounds - Annuals and Containers 8:00 AM - 12:00 PM

Gardens and Grounds ⓘ
Annuals and Containers
Friday, March 10, 2023 8:00 AM - 12:00 PM

Duane is responsible for our extravagant tulip displays, beautiful containers, and several of our annual gardens. His volunteer team is dedicated and looking forward to engaging some new volunteers.

His team works throughout the winter season putting up holiday displays and working on the flower show. Work after mid-November is primarily indoors.

Any questions about Duane's gardens or schedule can be directed to Duane via telephone at 612 298-8578 (cell) or 612 301-1218 (work). Duane is easiest to reach by cell phone, as he is rarely in his office during the day. If you prefer to send an email, you may do so to ottox007@umn.edu

Close | ⚉ Who is Scheduled? | + Sign Up

Opportunity List

| HOME | OPPORTUNITIES ▾ | SCHEDULE | HOURS | CONTACT | | MY PROFILE ▾ |

Opportunities

⏻ Log Out   ? Help ⧉   ↩ Switch to Administrator View

Filter Activities

Looking to volunteer on a specific day? Try the new Opportunity Calendar! This new page lets you find opportunities on a calendar to easily find activities on the days you are available to help!   ✕

FILTERS ☐ Only include activities that I am qualified for
☐ Only include activities that have openings available

Include activities for which I am currently
☐ Generally Available   ☐ Signed Up   ☐ Scheduled   ☐ On the backup list

SORT | Activity Name ▾ |
DISPLAY ☑ Group by category
☐ Collapse categories by default

Make these my default filters ☑   **Filter Activities**

▾ **Adult Education**

Adult Education includes so many categories! We offer cooking classes, photography classes, educational series on plant propagation, soil health, native plants, and so much more. Here is where you will find listings for assistance with these classes.

Registration, Check-In, and Instructor assistance are needed for adult education programs.

ACTIVITY		SHIFTS	START DATE	END DATE
Cooking Class Assistant - Farm at the Arb	ⓘ	0	4/22/2023	9/23/2023
Gathering Partners Conference Volunteers	ⓘ	4	5/20/2023	5/21/2023
Photography Event Assistants	ⓘ	1	5/14/2023	5/14/2023

How to sign-up for a shift from the Opportunity List

Select the activity or type of shift you are interested in by clicking directly on the activity. This will take you to a page of available shifts by date.

Here you can filter the shifts by days you have availability or interest.

Clicking on the "Who" button will show you others that have signed up for that shift if they have allowed their names to be viewed in the privacy section.

For the shift you want, click the "Sign up" button located to the right of each shift.

If there is no space available on the date you want, you will not see the "Sign up" button and will have to choose another date/shift, etc.

Schedule

To view shifts you are assigned to, go to the Schedule tab.

Here you also have the option to print out your schedule in a calendar form and/or add your shift to a Google, Yahoo, or other calendar. See page 11 for instructions.

You can cancel an upcoming shift by selecting the "Remove" button next to the shift you would like to cancel.

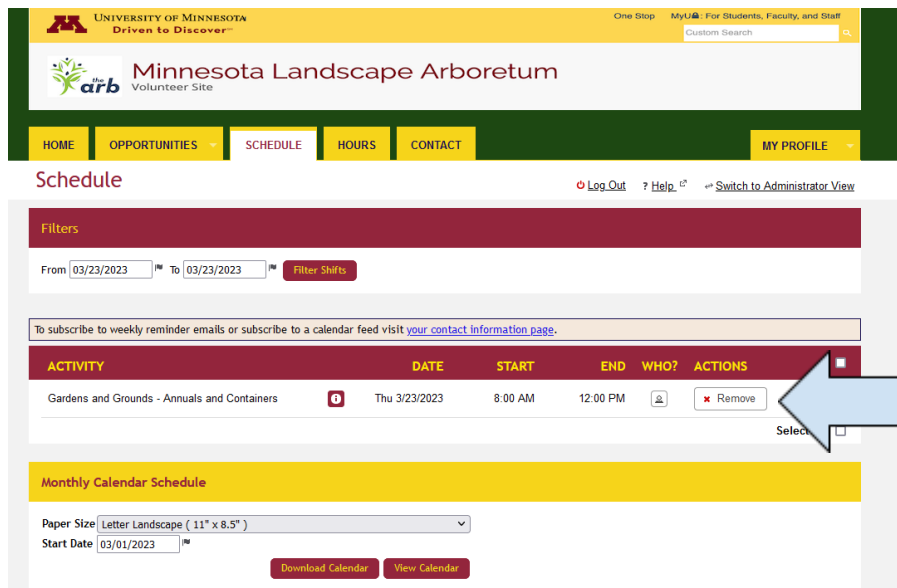If you want to see which other volunteers have signed up for your shift, click the icon under "Who?"

Note: only those volunteers who have opted to allow other volunteers to see their name on the list of scheduled volunteers will appear on this list. If you would like your name to appear on the list of scheduled volunteers, go to "My Profile", then "Contact Information" and check the appropriate box(es) under "Privacy Settings."

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Remove myself from a shift (Cancel a shift)

To view shifts you are scheduled for, navigate to the Schedule tab.

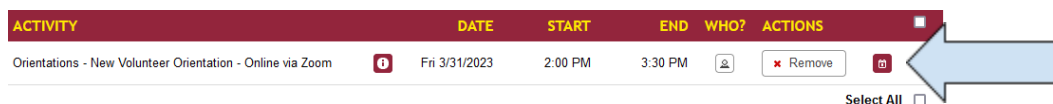Select the "X Remove" button next to the shift you would like to cancel.

Most shifts allow volunteers to cancel up to 12 hours in advance of a shift. If this option does not appear, please contact the staff coordinator, see instructions on page 12 for how to email a staff coordinator.

Add your volunteer shift to a Google, Yahoo or other calendar.

Select the calendar icon

Then select the type of calendar you want from the pop-up window:

Then the type of calendar you select will open on your computer and your volunteer shift will be added.

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Hours

You can log your own hours on this tab.

Note: If your shift has a start and end time, your hours are automatically logged.

Manually adding hours can be used for those times when you may stay longer than a shift is scheduled or if you volunteer for an activity without a start and end time.

You will need to select your 'activity', which is the shift/role you worked. Then add the date and hours worked, Save.

You may also be asked to provide feedback about your shift when you log hours. If feedback is requested, you must answer the question(s) before you can save your logged hours.

Contact

Under the Contact tab you can email a staff coordinator directly. You do not need to log into your personal email to send the email; it will be sent directly within the MyImpact system. Check the staff coordinator you would like to email from the list, enter a subject and message then select "Send Email."

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Merge Profiles

MyImpact can hold a profile for you related to different places you volunteer, which means sometimes volunteers end up with a profile for more than one organization. If you would like to combine the two profiles, please follow these instructions.

Log onto MyImpact with the _username you wish to keep_

Select Merge Profile from the My Profile drop down menu.
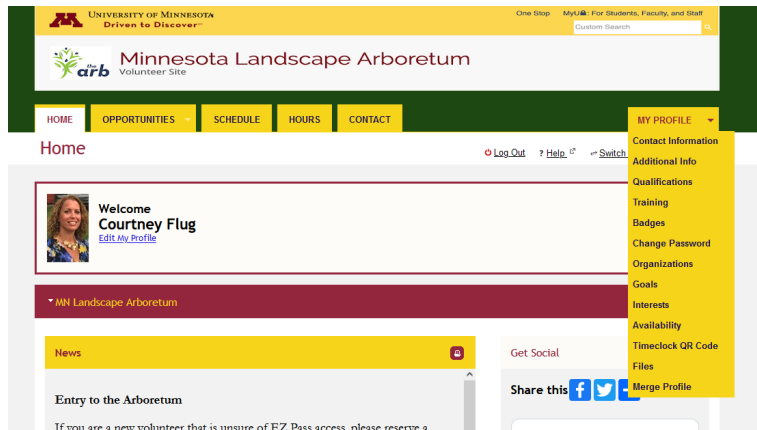
Enter the username and password of the new profile you would like to merge into your existing one (_i.e. the one with which you logged in_)

Click the "Get Profile" button

Continue following the steps to merge your profiles

Troubleshooting common challenges

Why can't I sign-up for an activity?

One of the most common reasons that volunteers are unable to sign-up for a shift is because their background check is expired. The Arboretum requires volunteers to pass a background check when they begin their volunteer service and subsequently every 3 years. Volunteers receive an email from the Arboretum Volunteer Department when it is time to renew. If you are unsure, you may navigate to the Qualifications section of MyImpact to view your background check date. You may also contact Volunteer Department at arbvol@umn.edu or 612-301-1203.

Additionally, another reason volunteers may not be able to sign-up is because the activity has a qualification such as attending a specific training before sign-up is allowed. For example, the Maple Syrup Trail 2023 Field Trip activity requires attendance at the Maple Syrup Trail 2023 workshop before a volunteer is able to sign-up for a shift. Please reach out to arbvol@umn.edu if you encounter this challenge and they will connect you with the appropriate staff coordinator.

Why can't I view the names of other volunteers on the schedule?

Volunteers must opt into sharing their name and/or photo with other volunteers. If other volunteers are scheduled for the shift you are viewing but have not given permission for their name to be displayed, you will see "Anonymous" on the schedule.

Do I need to log hours for my volunteering?

Sometimes. If you are scheduled to volunteer for an activity with a start and end time, then your volunteer service is automatically logged and you do NOT need to manually log your hours. If you volunteer longer than the hours of your scheduled shift, then YES you will need to manually log your extra hours. If you are volunteering for an activity that is unscheduled, meaning no start or end time, then YES you will need to log your volunteer time; such as packing kits for a field trip at home. Please review the instructions found on pages 11-12 of this manual for logging hours.

Example	Manually log hours?
Mary is scheduled to volunteer on Tuesday with the Gardens & Grounds team from 8:00 a.m.-12:00 p.m. Mary works from 8:00 a.m.-12:00 p.m.	NO. The system automatically logs her scheduled hours from 8:00 a.m.-12:00 p.m.
Mary is scheduled to volunteer on Tuesday with the Gardens & Grounds team from 8:00 a.m.-12:00 p.m. Mary works from 8:00a.m.- 2:00 p.m.	YES. Mary will need to manually log 2 hours. The system will only automatically log her scheduled hours from 8:00 a.m. -12:00 p.m.
Tom picked up supplies from the Youth Ed team to pack field trip kits at home.	YES. Tom will need to manually log the hours that he volunteered from home on this project.

I can't remember my username and/or password.

Please navigate to the MyImpact login page https://arb.umn.edu/volunteer and select "Forgot your username or password?"

You may also contact arbvol@umn.edu or 612-301-1203 for support.

I need to cancel a volunteer shift.

You can remove yourself from the schedule by navigating to the Schedule tab then selecting "remove me" from the shift. Most shifts allow volunteers to cancel up to 12 hours in advance of the shift. See instructions on page 11 to remove a shift. If this option does not appear, please contact the staff coordinator, see instructions below or on page 12.

I need to contact a staff coordinator about my upcoming shift.

Navigate to the Contact tab and from here you can email a staff coordinator directly. You do not need to log into your personal email account to send the email; it will be sent directly within the MyImpact system. Check the staff coordinator you would like to email from the list, enter a subject and message then select "Send Email."

I made a mistake and I need to remove hours that I logged accidentally.

Navigate to the Hours tab and the Most Recent Entries section. Select the "X Delete" button to delete this entry. Typically volunteers have 24 hours to delete an entry. If you notice an error outside of the 24 hour period, please contact arbvol@umn.edu for support.

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Mobile App

Your volunteer account can be accessed by using your smartphone through the MyImpact app.

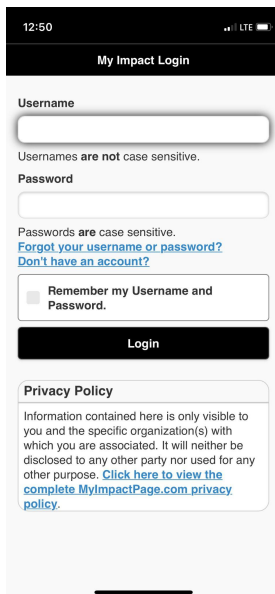The MyImpact app can be downloaded for both Android and Apple phones. Search for "MyImpact" or "Better Impact" in your app store. Instructions for Apple and Android devices found here: https://support.betterimpact.com/siteguide/my-impact-app/
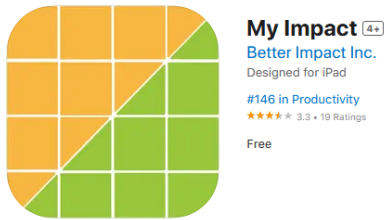
Log-in

On the first screen, you will be asked to log in with your username and password:

In the mobile app, the layout and format of the site is distinct from the desktop version while the same features and options exist in both.

Menu Options

You will see a Menu button in the upper left corner. When you click on it, a drop down menu will appear with options for: Home, Opportunities, Schedule, Hours, Contact, My Profile, Files, Log Out.
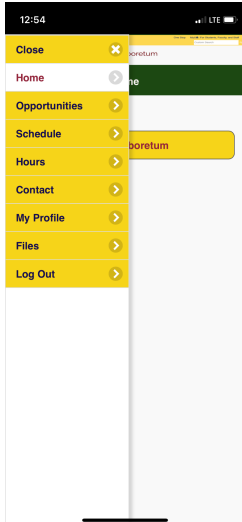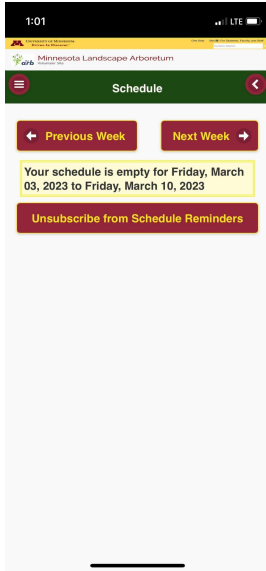

Home: Allows you to view any news.

**Opportunities:** Where you go to sign-up for shifts.

You can choose an activity from the list then click 'sign up' for the shift you would like to volunteer for. You can also select "Who is scheduled" to see the other volunteers scheduled on that shift.
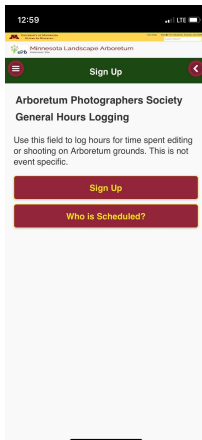
Schedule: Shows assigned schedule for the week.

Hours: where you go to log your hours or view previously logged hours. You first will need to select MN Landscape Arboretum.
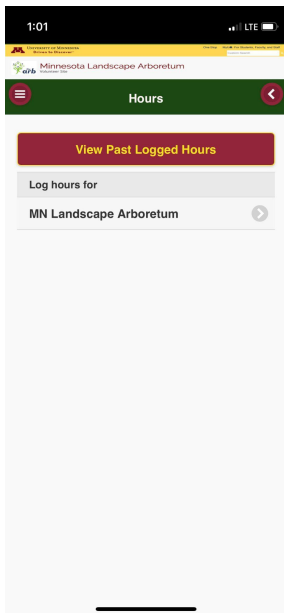
Then select the activity you would like to log hours for and enter the date, hours and minutes then select Log Hours. If you are logging hours for multiple shifts, you can select the Save and Log Another option.

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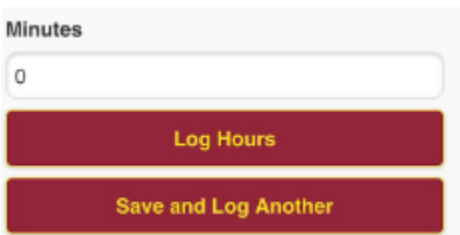
Contact and My Profile: These tabs work similarly to the desktop version.

Contact: You can send an email to a staff coordinator within the MyImpact system.

My Profile: You can view or edit your profile information:

Contact information: update your name, address, phone and email information

Change password: you can change your password at anytime

Update photo: add or update your profile photo

Update privacy settings: you can choose whether or not volunteers can see your name

Update text messaging settings: We do not use this feature

Goals: view or edit your hours goals

Interests: view or edit areas of interest to you

Availability: view or edit the days and times you are generally available to volunteer

Qualifications: view or edit the qualifications section of your profile

Training: view documents and resources

Timeclock QR Code: We do not use this feature

Additional info: view or edit the additional information section from your profile

Badges: We do not use this feature

Files: Where you can go to access any manuals or other documents.

Log Out: Where you can go to log out once you are done using the MyImpact app.