



**TWEED**  
SHIRE COUNCIL

# Volunteer Portal – user guide

A step-by-step guide for Tweed Shire Council  
volunteers

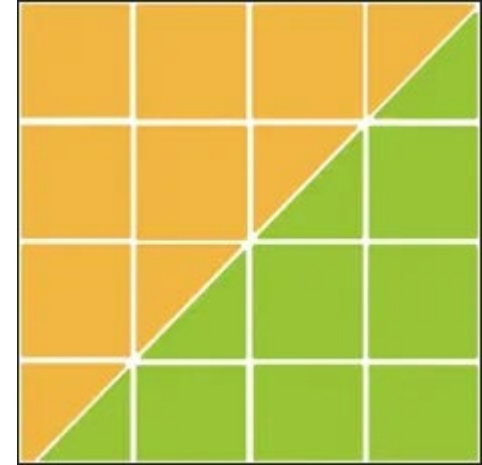
# Why Council uses a volunteer portal

- To understand who our volunteers are and how we can support you better
- To enable Council to keep your details safe and up-to-date with improved record management
- To ensure you are covered by insurance every time you volunteer
- To make it easier for you to sign up to new opportunities with streamlined recruitment and selection processes
- To create a more flexible and efficient scheduling processes
- To enhance volunteer programs through improved evaluation and feedback mechanisms
- To thank you for your valuable contributions through improved reward and recognition initiatives
- To allow you to stay connected and informed with a dedicated communication tool for volunteers and volunteer supervisors

# Getting started

You have 2 options to open the Volunteer Portal.

1. Install the free app on your phone :
  - [My Impact - Apps on Google Play](#)
  - [My Impact on the App Store](#)
2. Open your web browser (Firefox, Google Chrome, Explorer etc.) and type [www.MyImpactPage.com](http://www.MyImpactPage.com) in the address bar.



# How to log in

**TIP:** Your Volunteer Supervisor emailed your unique username and password to you.

Type in your username

Type in your password

Click the **Login** button

The screenshot shows the 'MyImpactPage Login' interface. It features a black header with the text 'MyImpactPage Login'. Below the header are two input fields: 'Username' and 'Password'. The 'Username' field has a small eye icon on the right. Below the password field is a blue link that says 'Forgot your username or password?'. A prominent black button with the word 'Login' in white is centered below the links. At the bottom of the form is a 'Privacy Policy' section with a paragraph of text and a blue link that says 'Click here to view the complete MyImpactPage.com privacy policy.'. At the very bottom, there is a black bar with a white button that says 'Go to the main site'. Three black arrows point from the instructional text on the left to the 'Username' field, the 'Password' field, and the 'Login' button respectively.

# Change password

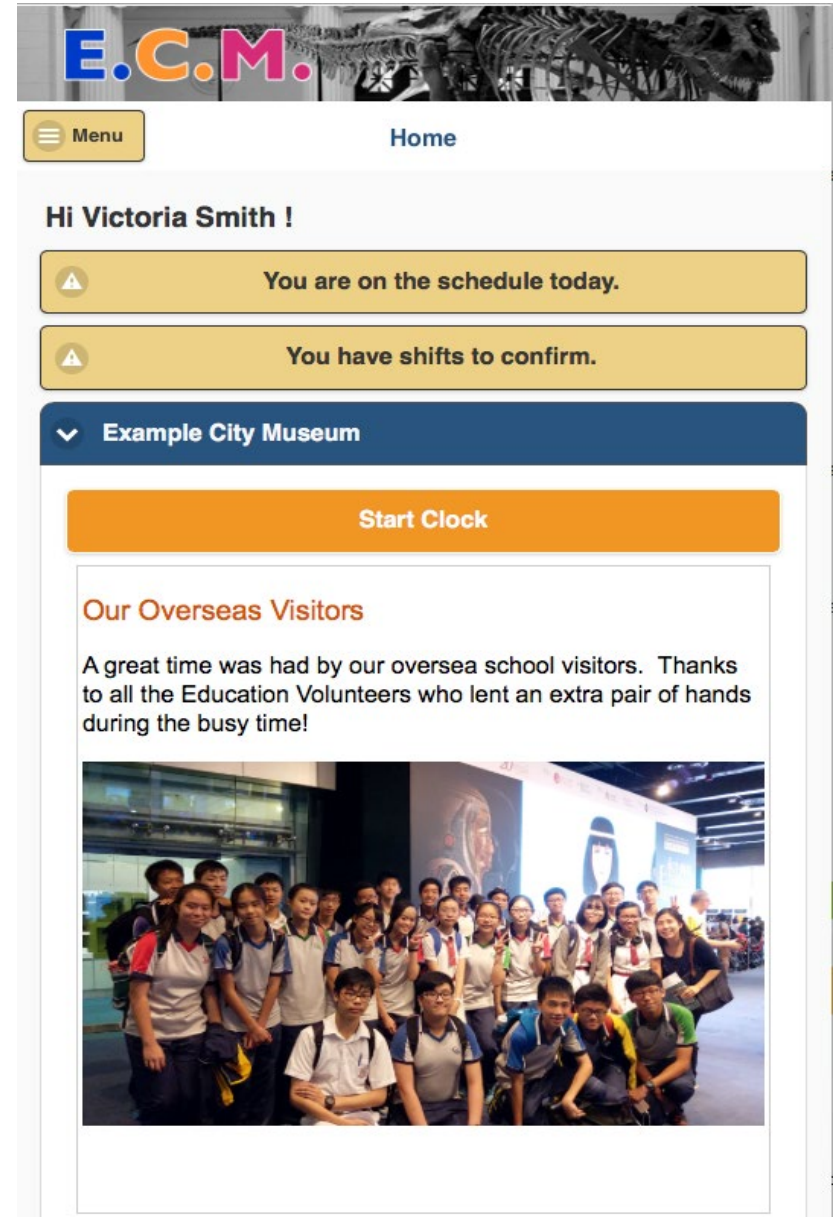
**TIP:** See video explainer:  
[Change Your Password | Site Guide](https://www.betterimpact.com/site-guide/change-your-password)  
([betterimpact.com](https://www.betterimpact.com))

To make sure that your information is secure, you now need to choose a new password.

1. Login through the app or go to MyImpactPage.com
2. Click on the **MY PROFILE** tab
3. Click on the “Change Password” section
4. Enter your current password
5. Enter your new password and then a second time to ensure you’ve typed the way you think you did. Passwords are case sensitive.
6. Click the [Change Password] button

# Your home page

- Once you have logged on, you'll be greeted by name on your home page
- If you are assigned to something, you'll see a reminder at the top of the page
- A bit further down the home page, you may see:
  - a personal message from your Volunteer Supervisor
  - news and information for volunteers in your organisation
  - a summary of your hours logged for the week, month, and year



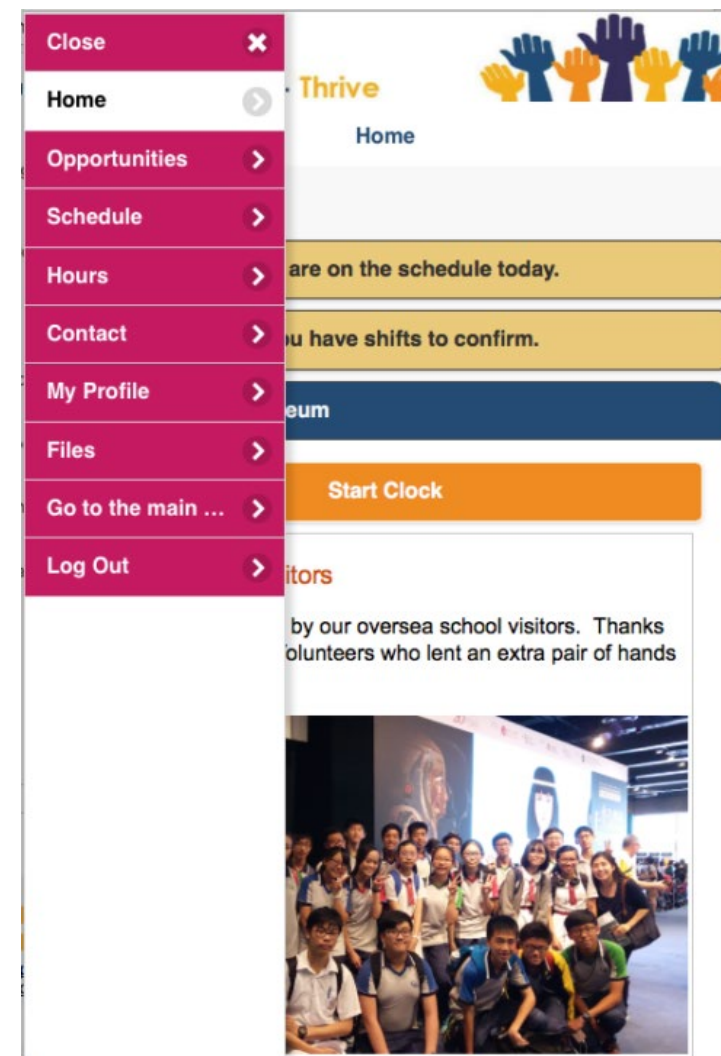
The screenshot shows a user interface for a volunteer management system. At the top, there is a header with the logo 'E.C.M.' in blue, orange, and pink, and a background image of a museum skeleton. Below the header, there is a navigation bar with a 'Menu' button and a 'Home' link. The main content area starts with a personalized greeting: 'Hi Victoria Smith !'. Below this, there are two yellow notification boxes: 'You are on the schedule today.' and 'You have shifts to confirm.'. A blue section header reads 'Example City Museum'. Underneath, there is an orange button labeled 'Start Clock'. The main content area features a section titled 'Our Overseas Visitors' with a paragraph of text: 'A great time was had by our oversea school visitors. Thanks to all the Education Volunteers who lent an extra pair of hands during the busy time!'. Below the text is a photograph of a large group of school children posing for a group photo in a museum setting.

# Your home page continued – menu options

Click on the **Menu** in the top left to access options.

From here, you can:

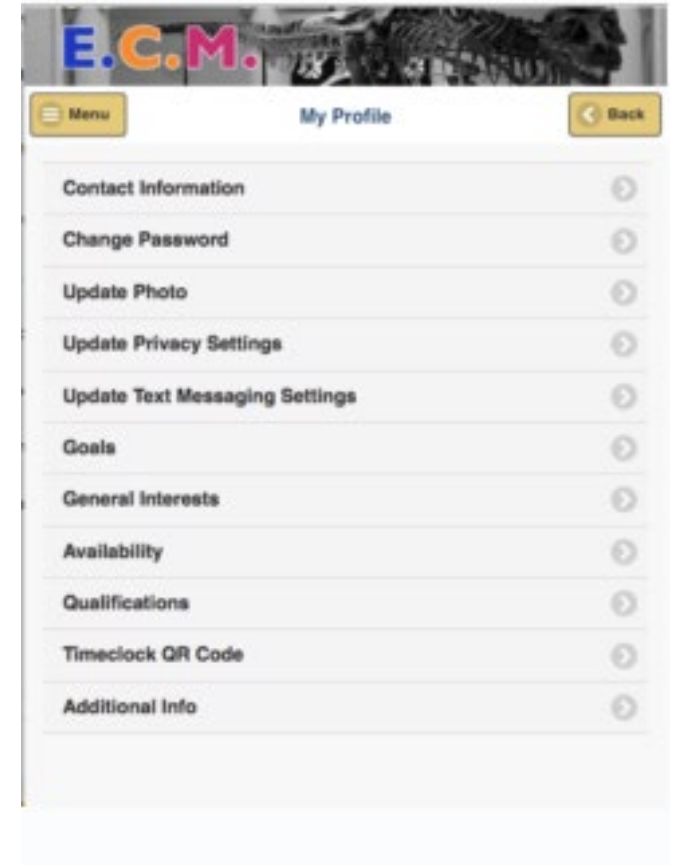
- **Close:** close the menu
- **Home:** return to the Home page
- **Opportunities:** sign up for something
- **Schedule:** view your shifts
- **Hours:** log hours and view past logged hours
- **My Profile:** view or edit your profile
- **Files:** access files from your organisations document library
- **Go to the main site:** switch to the non-mobile website
- **Log Out:** log out from the volunteer portal



# Your Profile

From the [My Profile] button in the menu, you'll be able to update:

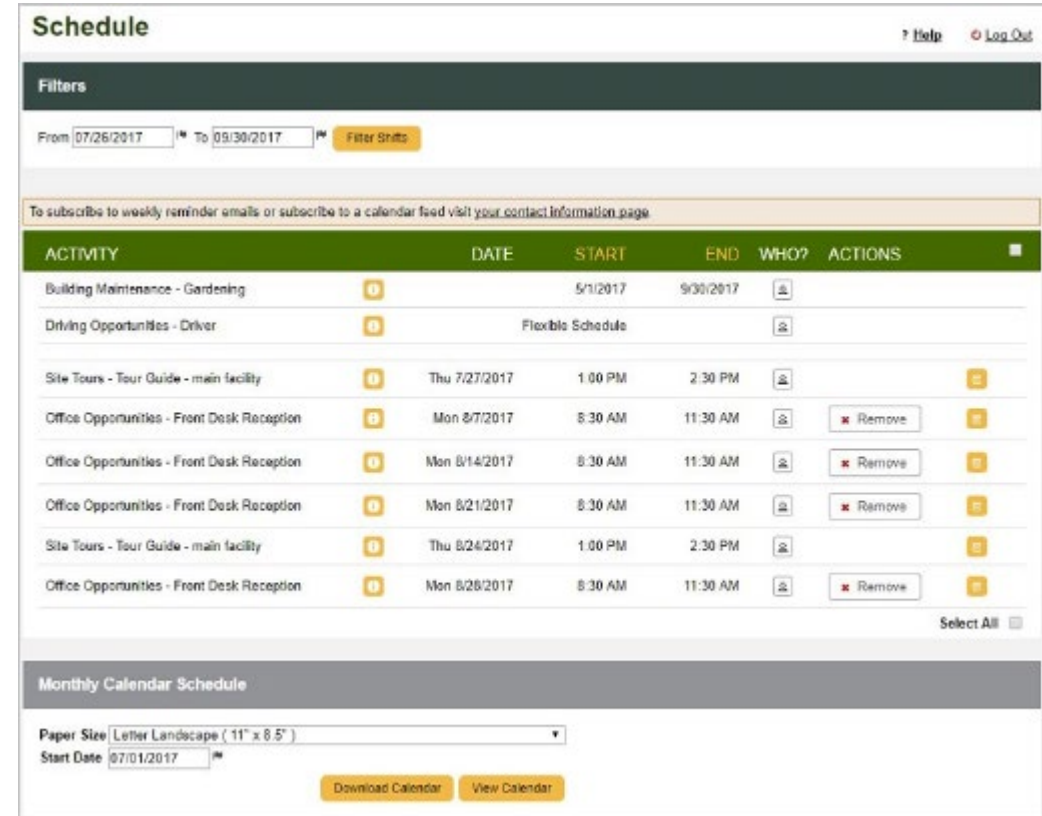
- **Contact Information:** your name, address, telephone, and email
- **Change Password:** change your password
- **Update Photo:** add / update your profile photo
- **Update Privacy Settings:** specify whether other volunteers can see your name in assignment lists
- **Goals:** view / edit your hours goals
- **Availability:** view / edit the days and times that you are generally available to volunteer
- **Qualifications:** view / edit the qualifications section of your profile
- **Additional Info:** view / edit the additional information section of your profile





# Your schedule

- Log on to the Volunteer Portal through your app
- Click on the SCHEDULE tab from the menu
- You can review and cancel your shifts in this tab
- Here's a sample of what's in the Schedule tab:



The screenshot displays the 'Schedule' interface. At the top, there are links for 'Help' and 'Log Out'. Below this is a 'Filters' section with date pickers for 'From' (07/26/2017) and 'To' (09/30/2017), and a 'Filter Shifts' button. A message below the filters reads: 'To subscribe to weekly reminder emails or subscribe to a calendar feed visit your contact information page.' The main content is a table with columns: ACTIVITY, DATE, START, END, WHO?, and ACTIONS. The table lists several activities, including 'Building Maintenance - Gardening', 'Driving Opportunities - Driver', and 'Office Opportunities - Front Desk Reception'. Each row has a 'Remove' button and a 'Select All' button at the bottom right. Below the table is a 'Monthly Calendar Schedule' section with a 'Paper Size' dropdown (set to 'Letter Landscape (11" x 8.5")') and a 'Start Date' picker (set to 07/01/2017). At the bottom, there are 'Download Calendar' and 'View Calendar' buttons.

ACTIVITY	DATE	START	END	WHO?	ACTIONS
Building Maintenance - Gardening		5/1/2017	9/30/2017		
Driving Opportunities - Driver		Flexible Schedule			
Site Tours - Tour Guide - main facility	Thu 7/27/2017	1:00 PM	2:30 PM		
Office Opportunities - Front Desk Reception	Mon 8/7/2017	8:30 AM	11:30 AM		<a href="#">Remove</a>
Office Opportunities - Front Desk Reception	Mon 8/14/2017	8:30 AM	11:30 AM		<a href="#">Remove</a>
Office Opportunities - Front Desk Reception	Mon 8/21/2017	8:30 AM	11:30 AM		<a href="#">Remove</a>
Site Tours - Tour Guide - main facility	Thu 8/24/2017	1:00 PM	2:30 PM		
Office Opportunities - Front Desk Reception	Mon 8/28/2017	8:30 AM	11:30 AM		<a href="#">Remove</a>

# How to record your hours using the timeclock

**Tip:** See Video Explainer [Log New Hours and Feedback on the Timeclock | Site Guide](#) ([betterimpact.com](http://betterimpact.com))

This function allows you to log your hours automatically while on your shift. Alternatively, you can add them in later after your shift (the next slide will explain how to do this).

## **At the start of your shift:**

1. Log on to the Volunteer Portal – enter your volunteer username and password and click [Login]
2. On the Home screen, click on the activity you are working on
3. Click the [Start Clock] button
4. Click the [OK] button. Your hours are now being recorded

## **At the end of your shift:**

1. Log on to the Volunteer Portal – enter your volunteer username and password and click [Login]
2. On the Home screen, click on the activity you are working on.
3. You can leave a comment about your shift e.g. Number of participants on Gallery tour
4. Click on the [Stop Clock] button. Your hours have been recorded.

# Recording hours after a shift

**Tip:** See Video Explainer  
[Log New Hours and Feedback | Site Guide](#)  
([betterimpact.com](https://betterimpact.com))

1. Log in to the app
2. Click on the HOURS tab
3. Select the activity by selecting it from the drop-down beside "Activity". Enter the date you worked in the field beside "Date Volunteered"
4. Enter the number of hours and minutes worked
5. Optional: check the box "Keep Feedback Fields Populated"
6. Click the [Save] button to create the hours log entry or [Save and Log Another] if you want to create another hours log entry

# Additional support available:

- Volunteer Portal - instructional videos (link)
- Volunteer Portal - drop-in sessions (for further information contact your Volunteer Supervisor)
- Volunteer Supervisor support

# Thank you



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## *Contact and connect*

- 02 6670 2400
- [tweed.nsw.gov.au](http://tweed.nsw.gov.au)
- [tsc@tweed.nsw.gov.au](mailto:tsc@tweed.nsw.gov.au)
- PO Box 819 Murwillumbah NSW 2486

