VicTouch FAQs for Volunteers

1. **What's my PIN to login on VicTouch?**
   Your PIN number is your birth date (yyyymmdd). *For example: if your birthday was June 21, 1990, then your PIN would be: 19900621.*

2. **What is my PIN if I am volunteering with a group?**
   Your PIN is the street number of your organization. *For example, the Cedar Rapids Public Library is located at 450 5th Avenue SE, so our PIN would be 450.*

   Groups will also need to track how many people are volunteering in the group that day. Please include any volunteers and staff supervisors with them.

3. **How do I change my assignment if I switch jobs during my volunteer shift?**
   If you are scheduled in two different roles during your volunteer shift (*for example: Adopt-A-Shelf from 1-2 p.m. and Sorter Room Assistant from 2-4 p.m.*), please come back up to switch assignments using VicTouch.

   You will sign in using your PIN and choose "Switch Assignment," and then select your new assignment. When you have completed all assignments for the day, you will need to sign out as you would regularly.

   Tracking hours for each assignment is important; it helps the library track what work is actually being done to support the library and tracks the roles you are doing for the purposes of training and communication needs.

4. **What if I forget to sign in, sign out, or change my assignment?**
   - If you forget to sign in, you can sign in and out using the hours log section in the Volunteer Binder at the end of your shift.

   - If you forget to sign out, VicTouch will automatically log you out for the standard amount of time for the volunteer role you signed in under for the day.

   - If you forget to change your assignments, you can record your hours for each role in the hours log section of the Volunteer Binder. The Volunteer Services team will update that in the system at a later date.

5. **What if my assignment isn't listed on the screen when I sign in?**
   If you don't see your assignment on the list of options on the VicTouch screen, you can sign in as "Not sure" using the yellow button. This will record your time in the system. Please also make a note of what assignment/volunteer work you did for these hours using the hours log section in the Volunteer Binder. Staff will follow up with these notes and report back to you.

6. **What if my assignment is offsite?**
   If your assignment is offsite, please send an email to volunteer@crlibary.org that contains the following information: your volunteer assignment, the location of your assignment, the date you volunteered, and the number of hours you spent at the site. *For example: Summer Dare Everywhere, YMCA at Stoney Point, 6/1/2017, 2 hours.*

7. **The touchscreen isn't working. What should I do?**
   If something isn't working, please let Jessica or Linsey know. In the meantime, you can sign in using the hours log section in the Volunteer Binder.