

Topic	Page number
Getting Started <ul style="list-style-type: none"> • How to log in • Reset a lost password or recover your username 	2
If you already have a Better Impact account	2
Sign up for something	3
Opportunity list	3
Opportunity calendar <ul style="list-style-type: none"> • Signing up for a shift • Tips for using the calendar • Filters in the opportunity calendar 	4
See My Schedule <ul style="list-style-type: none"> • View a list of your shifts • Download or print your schedule • Add Your Schedule Assignments to Outlook or Google 	6
Withdraw from an activity or shift	7
Using your mobile phone to clock in and out <ul style="list-style-type: none"> • Starting a Mobile timeclock entry • Stopping a Mobile timeclock entry 	7
Update my contact information	8
Update my general availability	8
Emailing Volunteer Resources	9
Receiving Text Messages	9
Download and install the free app	10
Using the mobile interface <ul style="list-style-type: none"> • How to log in • Your home page • Menu options • Your profile 	10

Getting Started

How to log in

1. Open your web
2. browser (Firefox, Google Chrome, Explorer etc.) and type www.MyImpactPage.com in the address bar
3. Type in your Username and Password and click the [Login] button
4. You can log in to the Mobile site from your smartphone or tablet by typing www.MyImpactPage.mobi in the address bar of your browser.

<https://www.betterimpact.com/siteguide/logging-on-to-myvolunteerpage/>

Reset a lost password or recover your username

1. Click the **Forgot your username or password?** link on MyImpactPage.com
2. Select **I forgot my password** and enter your username OR
3. Select **I forgot my username** and enter your email address
4. Click on **I'm not a robot** and click the **Send Email** button
5. Check your email inbox
6. If you selected **I forgot my password**, click on the link in the email and click the [Reset my Password] button. Check your email inbox again for your account details (username and temporary password).
7. If you selected **I forgot my username**, retrieve your username from the email.
8. Visit www.MyImpactPage.com and login using the credentials sent to you

<https://www.betterimpact.com/siteguide/help-with-lost-passwords/>

If you already have a Better Impact account

If you have a Better Impact profile on www.myimpactpage.com through another organization that you volunteer with, take a moment to click and read the important links below:

[How to merge your new Food Bank account with the Better Impact account that you already use.](#)

- <https://www.betterimpact.com/siteguide/merge-duplicate-profiles/>

[How to use Better Impact when you volunteer with more than one organization](#)

- <https://www.betterimpact.com/siteguide/belonging-to-multiple-organizations/>

Sign up for something

1. Log on to MyImpactPage.com
2. Click on the **Opportunities** tab
 - Looking for a specific activity that isn't showing on the calendar or occurs on a recurring pattern?
 - Select **Opportunity List**
 - Activities that don't have specific dates or times aren't able to be rendered on the calendar and there may also be some activities that are visible to you in the list, but not the calendar.
 - Looking to volunteer once on a specific day?
 - Select **Opportunity Calendar**
 - This page lets you find opportunities on a calendar to easily find activities on the days you are available to help.

<https://www.betterimpact.com/siteguide/sign-up-for-something/>

Opportunity List

Filters in the Opportunity List

- **Only include activities that I am qualified for:** whether or not you have the specific prerequisites needed for an activity
- **Only include activities that have openings available:** activities with shifts that are not all full
- **Only include activities that allow groups to sign up:** this option may be available if your profile has been set up as a group, enabling you to sign up for activities designated for groups of volunteers only
- **Generally Available:** whether or not the activity's dates and times match your general availability
- **Signed Up:** whether or not you are signed up as available for a shift of the activity
- **Scheduled:** whether or not you have been assigned to a shift of the activity
- **On the backup list:** whether or not you are on the backup list for the activity
- **Organization:** select the organization from the list, if you are a volunteer with multiple organizations (this option will not display if you are a volunteer with only one organization)
- **Sort:** sort the activities in the tab by name or start date
- **Group by category:** show activities within their categories or display them as a list
- **Collapse categories by default:** show only the category headings to start (you can then click on a category name to open it and show the available activities within that category)

You can make these your default filters for the next time you open the Opportunity List.

<https://www.betterimpact.com/siteguide/sign-up-for-something-opportunity-list/>

Opportunity Calendar

Signing Up for a Shift

1. Log on to MyImpactPage.com
2. Click on the **Opportunities** tab
3. Select **Opportunity Calendar**
4. OPTIONAL: In the **Filter Activities** section, select the desired options to change what opportunities are displayed to you. For more details, see the section called *Filters in the Opportunity Calendar* below.
5. Click on the shift that you want to do. A window will appear with information about that shift.
6. Click the **Sign Up** button in the window.

<https://www.betterimpact.com/siteguide/sign-up-for-something-opportunity-calendar/>

Tips for using the calendar

Populating the Calendar

- The calendar will only show shifts for the current day and into the future.
- In the "Month" view, if there are less than two weeks remaining in the current month, the calendar will show to the end of the *next* month.

Getting More Information

- Hover the mouse over a specific shift to get more information (hover over the symbol for a description):
 - A "no entry" sign will display for locked (full), cut off (closed) or blocked due to an overlapping assignment
 - A "checkmark" will display if you have signed up for the shift but have not been assigned to it
 - A "calendar" sign will display if you have been assigned to the shift
 - A "circle" will display if the shift is open and available for you to sign up
- Hovering over the time of the shift will show the start and end times for the shift
- Hovering over the day number will show the full date information
- Hovering over the name of the activity will display its full name, including activity category

Shift Information

- When viewing the shift information, you can click on the **Sign Up** button to sign up for that shift or click on another button:
 - **Go to Activity Page:** a new window will open with the list of shifts for that activity
 - **More Like This:** a new window will open with a list of shifts similar to the one you are viewing
 - **Overlap:** if enabled, a window will open with details of the overlapping assignment
 - **Who Is Scheduled:** if enabled, a window will open with details of who else is assigned to the shift

<https://www.betterimpact.com/siteguide/sign-up-for-something-opportunity-calendar/>

Filters in the Opportunity Calendar

- **Only include activities that I am qualified for:** displays only the activities that you have the specific prerequisites for.
- **Organization:** you will only see this option if you are a volunteer with more than one organization that uses Better Impact. Allows you to select the organization that you want to view opportunities for.
- **Category:** show only activities for the selected category (or select **Don't Filter** to show activities from all categories)
- **Start Time:** show only shifts that are "At or After", "At or Before", or "Between" the selected start time(s) (or select "Don't Filter" to show all shifts)
- **Format:** show shifts for the Month, Week, or Day.

You can make these your default filters for the next time you open the Opportunity Calendar.

<https://www.betterimpact.com/siteguide/sign-up-for-something-opportunity-calendar/>

See My Schedule

View a list of your shifts

1. Log on to MyImpactPage.com (if you are not logged in already)
2. Click on the **Schedule** tab.

This is what the Schedule tab looks like:

Schedule ? Help Log Out

Filters

From To

To subscribe to weekly reminder emails or subscribe to a calendar feed visit [your contact information page](#).

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		<input type="button" value="x Remove"/>
Office Opportunities - Front Desk Reception	Mon 8/14/2017	8:30 AM	11:30 AM		<input type="button" value="x Remove"/>
Office Opportunities - Front Desk Reception	Mon 8/21/2017	8:30 AM	11:30 AM		<input type="button" value="x Remove"/>
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		<input type="button" value="x Remove"/>

Monthly Calendar Schedule

Paper Size

Start Date

<https://www.betterimpact.com/siteguide/see-my-schedule/>

Download or print your schedule

1. Log on to MyImpactPage.com (if you are not logged in already)
2. Click on the **Schedule** tab
3. Scroll down to the **Monthly Calendar Schedule** section
4. Select the appropriate **Paper Size** and **Start Date** for the monthly schedule report

5. Click **View Calendar** (for an on-screen report), or click **Download Calendar** (for an exported report)

<https://www.betterimpact.com/siteguide/see-my-schedule/>

Add Your Schedule Assignments to Outlook or Google

Click on the small calendar icon next to a shift then choose what kind of calendar you use.

<https://www.betterimpact.com/siteguide/add-my-scheduled-assignments-to-outlook-or-google/>

Withdraw from an activity or shift

1. Log on to MyImpactPage.com
2. Click on the **Schedule** tab
3. Click the **Remove** button

NOTE

The **Remove** button will only be visible up to 48 hours before a shift and then it will disappear. Call or email Volunteer Resources directly to cancel shifts less than 48 hours ahead of time.

<https://www.betterimpact.com/siteguide/withdraw-from-an-activity-or-shift/>

Using your mobile phone to clock in and out

Starting a Mobile Timeclock Entry

1. Log on to MyImpactPage.mobi
2. Click on the **Start Clock** button inside your organization's section on your [Home] page. If you belong to multiple organizations, you may need to open the header for the desired organization.
3. Now, you'll see a list of the Activities you are assigned to for which you can start a timeclock. Click on the desired Activity to see its details (descriptions).
4. In the resulting dialog, click the **Start Clock** button
5. From the [Home] page, you can click the menu button and then **Log Out**

<https://www.betterimpact.com/siteguide/timeclock/>

Stopping a Mobile Timeclock Entry

1. Log on to MyImpactPage.mobi.
2. On your **Home** page, click the **Stop Clock** button to stop a running mobile timeclock.
 - You may be asked to provide feedback related to your volunteer assignment. Any feedback requiring a response will have a star beside it.
3. Confirm that you want to stop the mobile timeclock by clicking the **Stop Clock** button.
4. From the [Home] page, you can click the menu button and then **Log Out**.

<https://www.betterimpact.com/siteguide/timeclock/>

Update my contact information

1. Log on to MyImpactPage.com
2. Click on the **My Profile** tab
3. Click on the **Contact Information** section
 - Name Fields: your username and full name
 - Address: your postal address
 - Email Addresses: your primary and secondary email addresses
 - Phone Numbers: your telephone numbers
 - Online Presence: your Twitter, LinkedIn and Instagram information
 - Misc Fields: your birth date and region (language) selection
4. Click the **Save** button to save your changes

<https://www.betterimpact.com/siteguide/update-my-contact-information/>

Update my general availability

1. Log on to MyImpactPage.com
2. Click on the **My Profile** tab
3. Click on the **Availability** section
4. In this tab, you will be able to specify when you are generally available to volunteer. An administrator can use this information when determining who to assign to an activity or who to contact as new opportunities arise.
5. Click the **Save** button

<https://www.betterimpact.com/siteguide/update-my-general-availability/>

Emailing Volunteer Resources

1. Log on to MyImpactPage.com
2. Click on the **Contact** tab
3. Select the Volunteer Resources team member's name from the **To** dropdown menu.
4. Enter a subject for your message
5. Enter the text (body) for your message
6. To add attachments to your message, click the **Browse** button. The maximum total message size (message plus any attachments) cannot exceed 4MB.
7. Click the **Send Email** button to send your message

NOTE

This tab is used to send outgoing mail messages. If the person replies to your email you'll be able to read it in your email inbox.

<https://www.betterimpact.com/siteguide/emailing-your-organization-contacts/>

Receiving Text Messages

You can choose whether or not Volunteer Resources can send you text messages.

1. Log on to MyImpactPage.com
2. Click on the **My Profile** tab and select **Contact Information**
3. Scroll down to the **Text Messaging** heading
4. If you wish to receive text messages, check the box beside **I want to receive text messages on my cell phone.**
5. Enter your full cellphone / mobile number, ensuring that the country code is correct.
6. Click the **Save** button at the bottom of the screen

NOTE

This feature is one-way communication from Volunteer Resources to you.

<https://www.betterimpact.com/siteguide/receiving-sms-messages/>

Download and install the free app

Apple Store

<https://apps.apple.com/ca/app/my-impact/id1445454149>

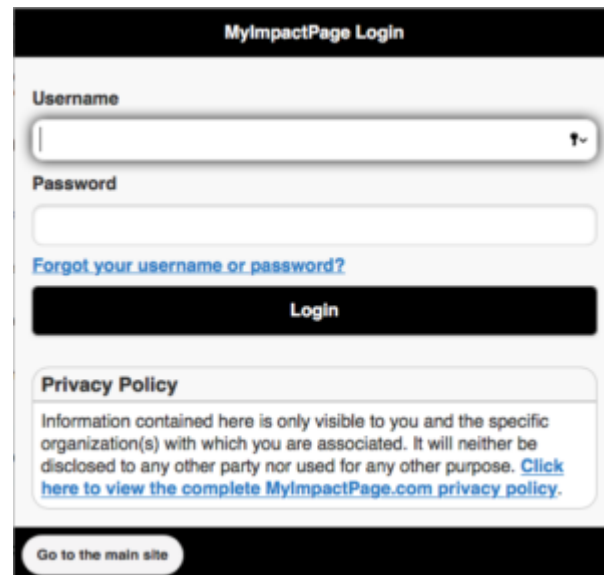
Google Play store

<https://play.google.com/store/apps/details?id=com.betterimpact.myimpact>

Using the mobile interface

How to Log in

1. On your phone, tablet, or other mobile device, open your web browser and type **MyImpactPage.mobi** in the address bar.
2. Type in your username and Password and click the **Login** button.



The screenshot shows a mobile login page titled "MyImpactPage Login". It features a "Username" field with a search icon, a "Password" field, and a "Forgot your username or password?" link. Below these is a black "Login" button. A "Privacy Policy" section follows, containing text about data visibility and a link to view the full policy. At the bottom is a "Go to the main site" button.

https://www.betterimpact.com/siteguide/navigate_mobi/

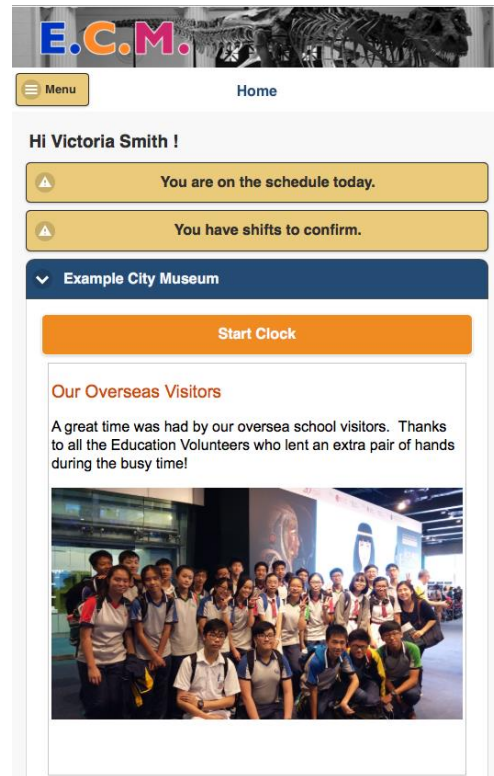
Your Home Page

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 a member of the Volunteer Coordinator team
- News and information for volunteers in your organization
- A summary of your hours logged for the week, month, and year



https://www.betterimpact.com/siteguide/navigate_mobi/

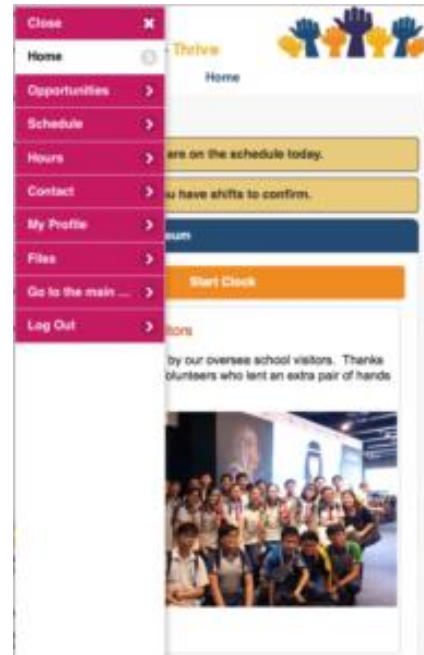
Menu Options

Click on the **Menu** button in the top left to access the functionality of MyVolunteerPage.



From here, you can:

- **Close:** close the menu
- **Home:** return to the Home page
- **Opportunities:** sign up for something
- **Schedule:** view your assignments
- **Hours:** log hours and view past logged hours
- **Connections:** log a client encounter and view recent logged encounters
- **Contact:** send an email and view client contact information if you are associated with clients
- **My Profile:** view or edit your profile
- **Files:** access files from your organizations document library
- **Go to the main site:** switch to the non-mobile website
- **Log Out:** log out from the volunteer portal

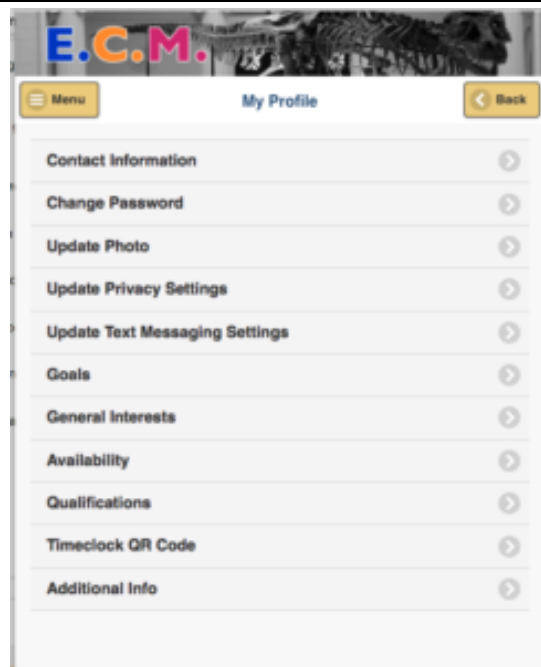


https://www.betterimpact.com/siteguide/navigate_mobi/

Your Profile

These are the options available under **My Profile**:

- **Contact Information:** update your name, address, telephone, and email information
- **Change Password:** change your password
- **Update Photo:** add / update your profile photo
- **Update Privacy Settings:** specify whether or not volunteers can see your name in assignment lists
- **Update Text Messaging Settings:** subscribe to text messages
- **Goals:** view / edit your hours goals
- **General Interests:** view / edit items that are of interest to you
- **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



https://www.betterimpact.com/siteguide/navigate_mobi/