Volunteer Impact Software FAQ (Frequently Asked Questions)

Password – why do I need a password? How do I get one?

The software has many great features including the ability to sign up for multiple shifts at a time, and an individual calendar for each volunteer. To do this every volunteer needs their own login information – user name and password. The administrator, aka Sheryl, has created usernames and passwords for every volunteer and they will be emailed to each volunteer. If the volunteer doesn't have email, they will receive a phone call.

You can, and should, change your password when you first "log in" to the system.

I entered my name as my username and it says the name was taken – why is this happening?

The software is used by many non profit organizations, and some volunteers may be associated with more than one non profit. This data is still secure, and the chances of someone having the same username are slim. You can add your middle name or middle initial to your username to make it more unique. If you already use Volunteer Impact with another organization you volunteer with, please follow this quick tutorial to merge your profiles.

What is an activity?

We call it shifts – different time slots – and positions – Shopper, Checkout etc. The new system labels this information as "activities.

Why do I need to sign in each shift?

Having an accurate record of how many volunteers that work each shift will allow us to plan better. Having the information electronically assists our analysis of trends. Are some shifts busier? Is there a pattern to how many clients shop at a certain time of year or month? Understanding these trends means we can schedule the right number of volunteers, and recruit new volunteers when needed. You can sign into SCHEDULED shifts like market shifts, and you can also sign in to UNSCHEDULED shifts like cooking for programs, working in the basement, or helping with pre-opening packing.

Why do I need to enter all my personal information? And my picture?

Your personal information is entered into a new software but it will be treated with the same care as our current lists that include contact information. We respect your privacy! Your are asked to "manage" your privacy settings; your name – first or first and last will be shared with other volunteers working the same shift. Including a picture means that other volunteers can easily match a name and a face. A photo is a great way to quickly get to know other volunteers!

I can't sign in for the positions / shifts I have been working for months – what is happening?

Each shift or activity in the system requires a volunteer to be trained for that type of shift. When the information was transferred to the new system, we may have missed one of the pieces of information – for example if you have been trained for Checkout. Let the office know and they can correct this.