

Questions & Answers on the VSG App

GENERAL

Q: Why is it called VSG?

A: VSG stands for Volunteer Scheduling Genie. This is **the** premier app to meet your needs to schedule a variety of volunteers to any event you create. Visually it allows you to easily see which time slot has enough volunteers, which slot has the minimum # volunteers, and which slots still need volunteers. Once a volunteer schedules themselves, they can add the event to their calendar app like iCal.

Q: What else can the VSG app do?

A: The VSG app can assist you with scheduling a conference call by allowing you to visually display your availability and easily invite participants. Each participant adds their own availability during the time you are available. When all participants have completed their entries, it will visually show you what time slots are available to ensure all participants can participate on the call. You can then lock in the conference call quickly and easily. The VSG App will automatically notify all participants.

Q: What platforms are available in the VSG app?

A: Currently, it is available for iPad and iPhone. In the not too distant future, we will be adding an Android option.

Q: What is the price structure?

A: The VSG App is **free** to download and when you participate in an event, it is also completely **free**! When you schedule your first event as the coordinator, it is also **free**! After your first scheduling event as the coordinator, it is only \$5.99 per year. Definitely a bargain; and no annoying ads!

Q: I like to suggest future features, who do I contact?

A: Email info@vsgapp.com and we will review them. We are going to be adding new features every couple of months.

Q: I am concerned about my privacy. What kind of data does VSG collect?

A: We like our privacy as much as you do! Therefore, VSG does not collect any data for advertising or tracking purposes. Unless the Lead Coordinator (who created the event) requires more data, only minimum data is required to sign up for an event. See the Privacy Statement.

Q: One of my volunteers did not receive the verification email, what can I do?

A: Ensure you sent it to their correct email address. Also have them check their spam folder (especially if they have an @hotmail account). If the verification email is still not found, check their correct email address and send them another invite. **Note:** if they have previously registered in the VSG app with a different email address, they will have to log out of the VSG app and re-register with the new email.

Q: I still need help, who do I contact?

A: Email info@vsgapp.com and one of our crack support team members will return a response within 48 business hours.

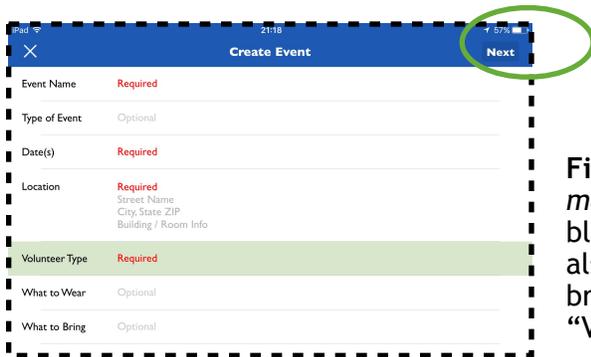
VOLUNTEER EVENT

Q: How do you create a volunteer event?

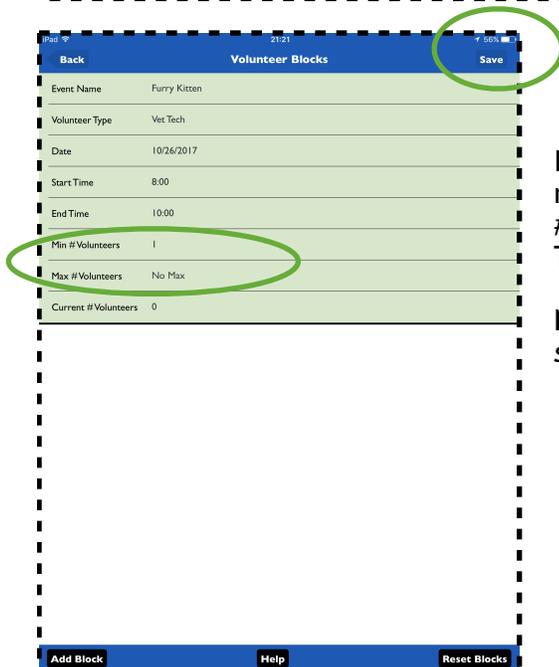
A:



Select the + icon on the right top of the VSG Main Menu: Calendar. It will open another menu labeled “Create Event.”

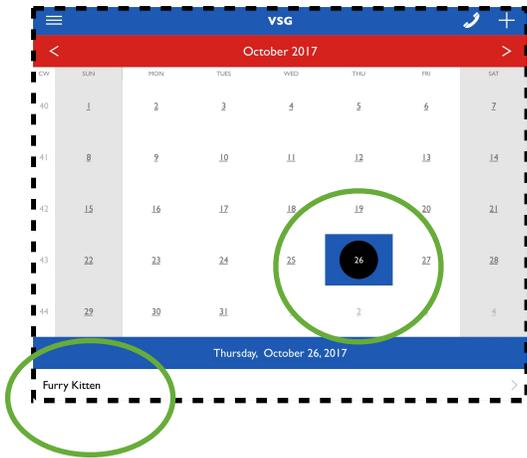


Fill-in the blank “Create Event” menu with 4 *mandatory* fields will appear: name, date, time block, location, and type of volunteer. There are also 3 *optional* entrees: type of event, what to bring, and what to wear. Select **NEXT** to display the “Volunteer Blocks” menu.



In the “Volunteer Blocks” menu, you can complete the minimum # of volunteers (default: one) and maximum # of volunteers (default: no maximum). Select **SAVE**. This will take you back to the Main VSG Menu.

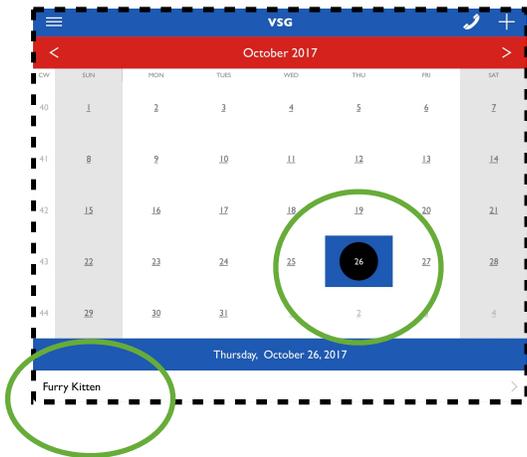
Note: *Volunteer Blocks* are simply the actual time slot(s) you need volunteers.



When the event is created, it will be displayed on your VSG Calendar.

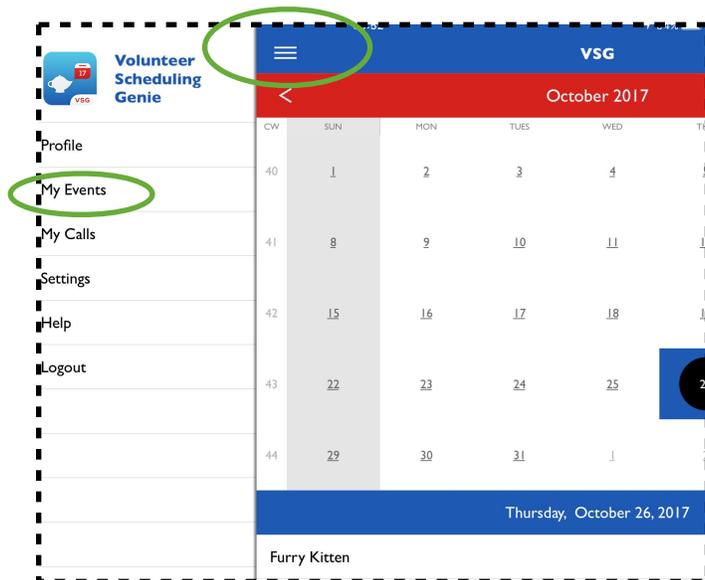
Q: How do I modify or cancel a volunteer event?

A: Note: Only if you have created the event, can you cancel or modify the actual event!

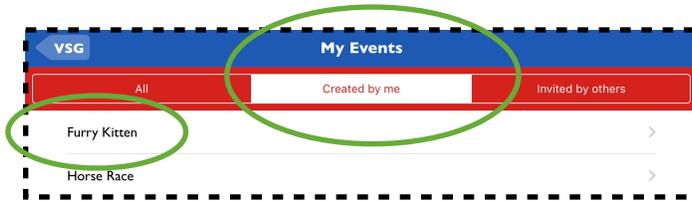


Go to the VSG Main Menu: Calendar. Each month will display all the events you created. Click on the black circle. It will display the event. Click on the event name.

OR



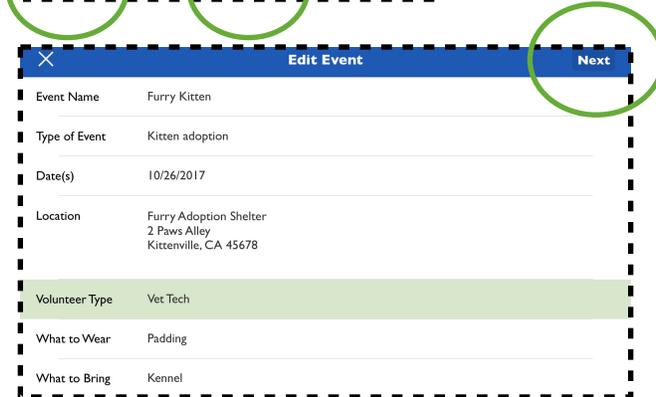
You can also click the Settings icon in the Main Menu and locate "My Events."



Select "Created by me" and select the event you want to cancel/edit.



Select "Cancel Event" or "Edit Event."



"Edit Event" allows user to Edit all previous entries to this event. When done, hit NEXT and the "Volunteer Blocks" Menu pops up.



You can edit the minimum # and maximum # volunteers per block (time slot).

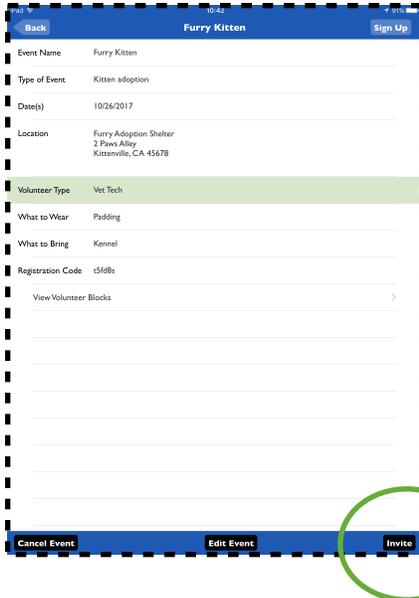
Users can add another block **ADD BLOCK** or reset the block **RESET BLOCKS** back to the original default value.

Note: Volunteer blocks are time slots.

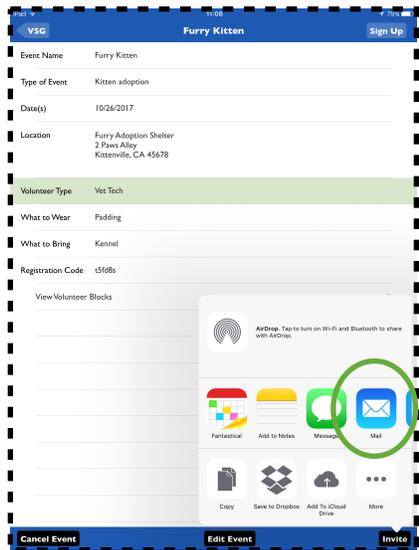
When done, select **SAVE**.

Q: How do I invite volunteers to my event?

A:

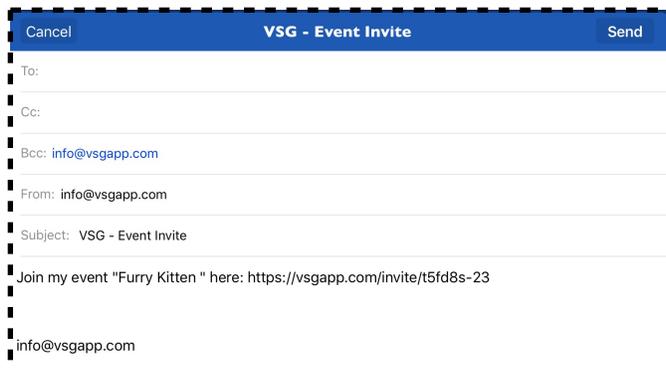


After you created an event, it will allow you to invite volunteers. Select VSG Calendar, the event, **INVITE**.



Open the mail application and you can invite one person or a whole group at once to the Volunteer event you created. You can send it from any mail account in your mail application.

Note: you can create a mail group in your mail application and use that same group to send invitations to a whole group of volunteers.



The email invite includes a code and a link to the VSG App.

Note: the volunteer has to click on the code to activate the invitation!

Q: How can I add additional volunteer opportunities for same event?

A:

A screenshot of a mobile application interface for an event titled "Furry Kitten". The page shows event details: Event Name (Furry Kitten), Type of Event (Kitten adoption), Date(s) (10/26/2017), Location (Furry Adoption Shelter, 2 Pines Alley, Kitzonville, CA 45478), Volunteer Type (Vet Tech), What to Wear (Padding), What to Bring (Kennel), and Registration Code (t568s). At the bottom, there are three buttons: "Cancel Event", "Edit Event", and "Invite". The "Invite" button is circled in green.

After you created an event, it will allow you to add additional Volunteer Blocks on same day or different date.

Select VSG Calendar, select the black circle, select the event, select **INVITE**.

A screenshot of the "Volunteer Blocks" page for the "Furry Kitten" event. It shows fields for Event Name, Volunteer Type, Date, Start Time, End Time, Min # Volunteers, Max # Volunteers, and Current # Volunteers. The "Add Block" button at the bottom is circled in green.

Select **ADD BLOCK**. This will allow you to add another time slot, different date, and/or different volunteer job.

A screenshot of the "Volunteer Blocks" page showing a list of blocks. The "Add Block" button at the bottom is circled in green. A new block is highlighted in grey, with its fields: Event Name (Furry Kitten), Volunteer Type (Required), Date (Required), Start Time (8:00), End Time (10:00), Min # Volunteers (1), Max # Volunteers (No Max), and Current # Volunteers (0).

You can add as many Volunteer Blocks and personalized each block, including different type of volunteers. When done, select **SAVE**.

Q: Can I create different volunteer positions such as cook, waiter, cashier, greeter?

A: Yes. You can create as many different volunteer positions for one event as you like. Each has their own date, block time, what to wear, and what to bring.

Note: a volunteer can potentially sign up for multiple events on the same date, time as the VSG App does not check for conflicting sign ups between different positions.

Q: What do the colors RED, YELLOW, and BLUE mean under Current # Volunteers?

A:

Volunteer Blocks	
Event Name	Furry Kitten
Volunteer Type	Vet Tech
Date	10/26/2017
Start Time	8:00
End Time	10:00
Min # Volunteers	3
Max # Volunteers	5
Current # Volunteers	0

Current # Volunteers **RED**: The number of volunteers signed up for a particular Volunteer Block is below the minimum number set; i.e. more volunteers needed.

In this example, no volunteers have signed up and the minimum # of volunteers is 3.

Note: it will stay red until 3 volunteers sign up.

Sign Up for Slots	
Event Name	Furry Kitten
Volunteer Type	Vet Tech
Date	10/26/2017
Start Time	8:00
End Time	10:00
Min # Volunteers	1
Max # Volunteers	5
Current # Volunteers	1

Current # Volunteers **YELLOW**: The number of volunteers signed up for a particular Volunteer Block is above the minimum number set; i.e. no more volunteers needed.

In this example, 1 volunteer has signed up and the minimum # of volunteers is 1.

Note: it will stay yellow, unless it reaches the maximum # volunteers.

Volunteer Blocks	
Event Name	Furry Kitten
Volunteer Type	Vet Tech
Date	10/26/2017
Start Time	8:00
End Time	10:00
Min # Volunteers	1
Max # Volunteers	1
Current # Volunteers	1

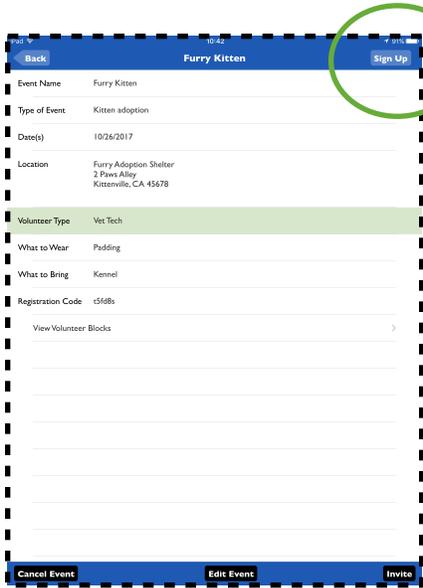
Current # Volunteers **BLUE**: The number of volunteers signed up for a particular Volunteer Block is at the maximum number set; i.e. no more volunteers can sign up.

In this example, 1 volunteer has signed up and the maximum # of volunteers is 1.

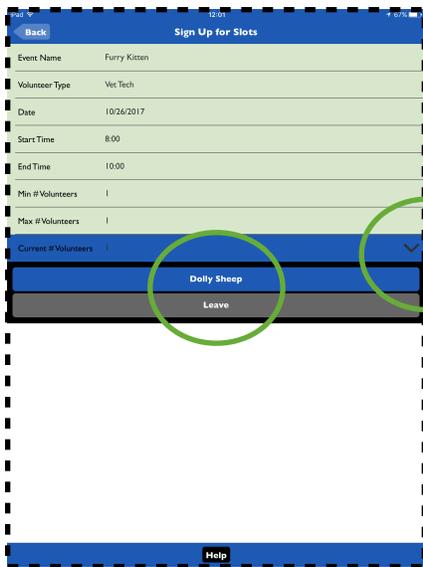
Note: no volunteers can sign up for that block if the maximum is achieved.

Q: How can I see who has signed up for an event?

A:



Locate the event, select "Sign Up."



Select the carrot and it will display those who signed up.

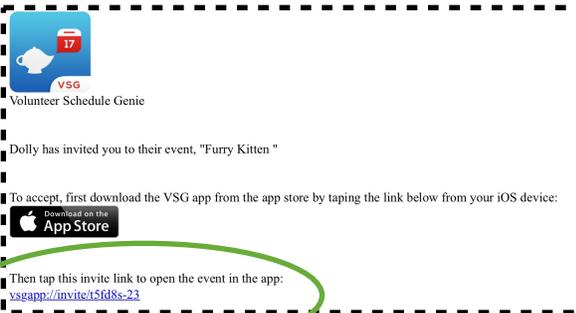
Q: How do I sign up for a volunteer event?

A:



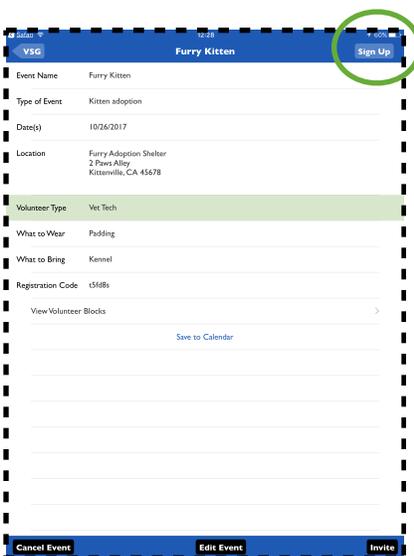
In order to sign up for an event, you have to have a *activation code*. This should have been emailed to you by the person (Lead Coordinator) who created the event.

Note: you have to click on the link to activate the code.

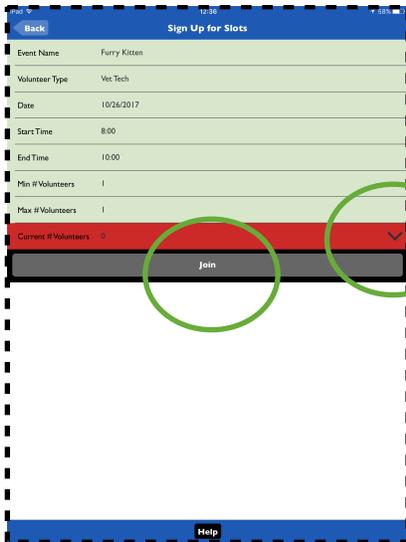


If you haven't download the VSG App yet, there is a link in the email. Otherwise, tap the invite link to open the event in the VSG app.

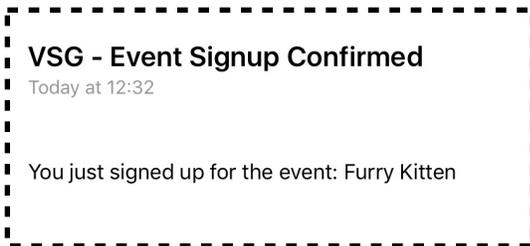
Note: the event does not show up in the VSG App, until you click on the invite code in the email.



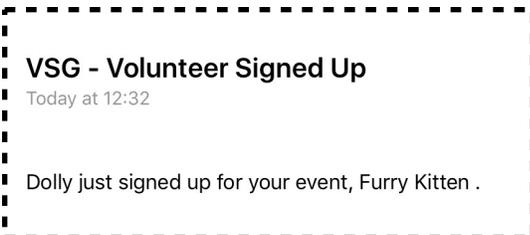
You can Sign up for the event by selecting **SIGN UP**.



Select the carrot and select **JOIN** and you will automatically be signed up for that event's Volunteer Block.



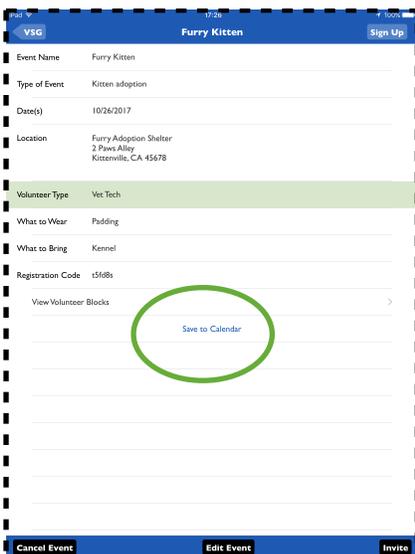
Once you sign up for a Volunteer Block, you should receive a confirmation email.



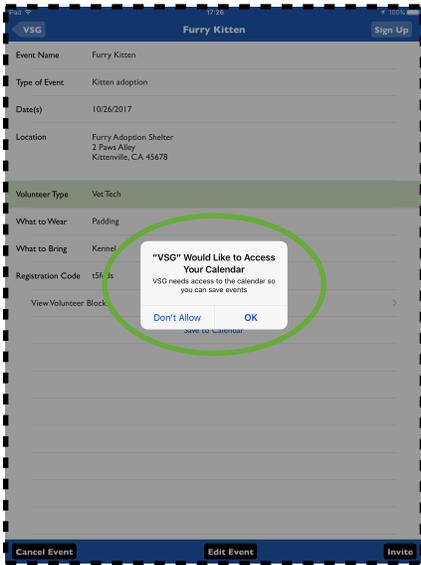
If you are the Lead Coordinator of the event, you will receive a confirmation email every time a volunteer signs up.

Q: How do I end up adding my volunteer event to my calendar?

A:



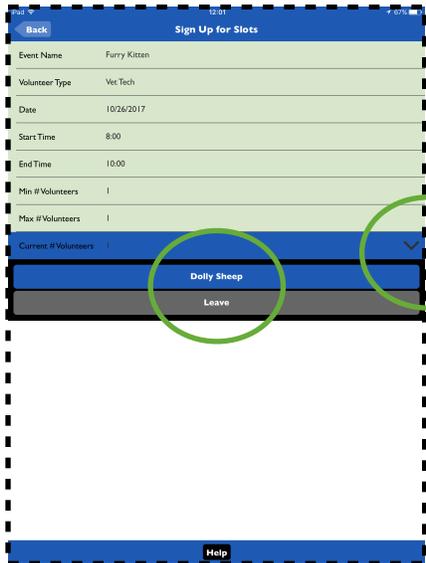
After you join the event, the event menu will have a new command "Save to Calendar" which will allow you to save it to your calendar.



Note: You will have to provide the VSG App with a one-time access to your Calendar.

Q: How do I cancel my sign up for a volunteer event?

A:



Select VSG Main Menu, Select the event, Select "Sign Up" and select "Leave."

CONFERENCE CALL AVAILABILITY

Q: How do I create a conference call schedule availability?

A: Conference Call Availability allows you to easily determine everyone’s availability for a conference call.



When you want to hold a conference call, you need to determine everyone’s availability. This is easily accomplished by selecting the telephone  icon on the VSG Main Menu: Calendar.

Schedule a Call		Schedule
Call Name	Required	
Call Time(s)	Required	
Call Length	Required	
Min # Participants	Required	
Call Notes	Optional (i.e. call number and password)	

Fill-in the blank “Schedule a Call” menu with 4 **mandatory** fields will appear: Call Name, Call Times, Call Length, Minimum # Participants. There is also and one *optional* entry: Call Notes. When done, select **SCHEDULE**.

Note: when creating the time slot for the conference call, the Timezone for the “Time for Call,” is based upon the **current Timezone** the device with the VSG app is located.

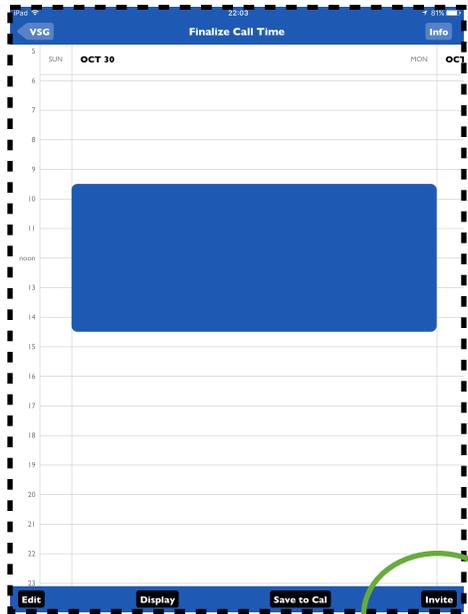
Time for Call		Save
Start Time	9:30	
End Time	14:30	
Select possible start and end times for call on 10/30/2017		

When selecting Call Time(s), the “Time for Call” Menu opens up. Select the date(s) and then the time(s) you are available and select **SAVE**.

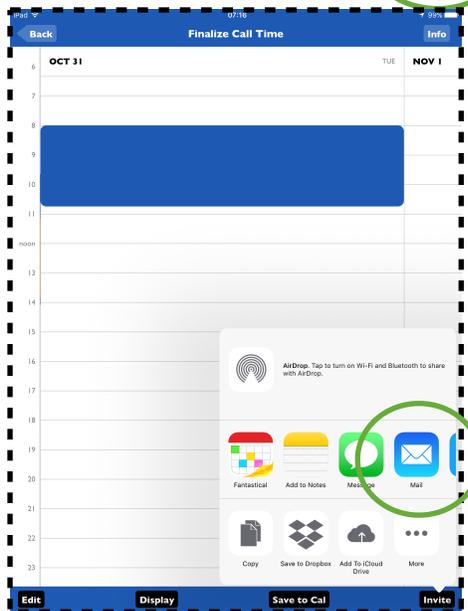
Schedule a Call		Schedule
Call Name	Deep Chocolate	
Call Time(s)	9:30 - 14:30 Oct 30, 2017 8:00 - 10:45 Oct 31, 2017	
Call Length	0 hrs 30 mins	
Min # Participants	1	
Call Notes	1-800-EAT-CHOC	

Once you complete all the entries, select **SCHEDULE**.

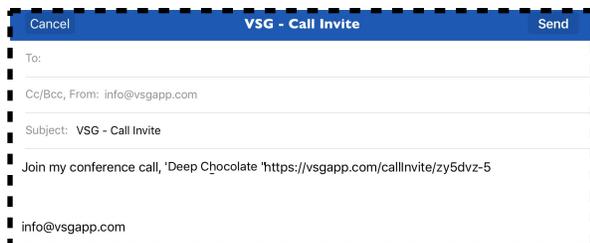
Note: You can allow participants to choose from more than one day and more than one time slot.



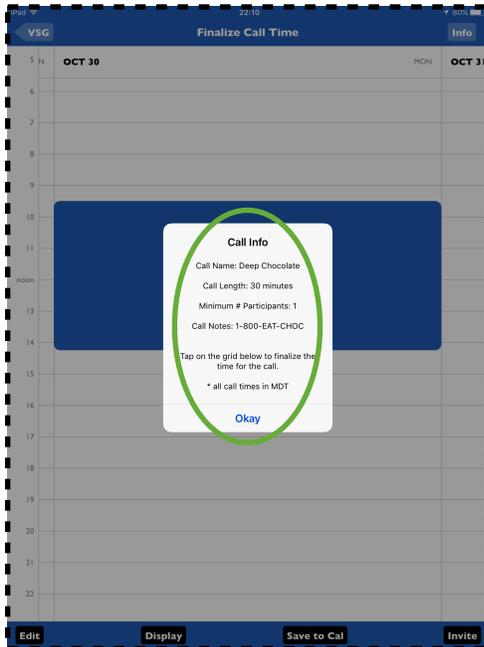
You can invite as many people as you like, by clicking **INVITE**.



Clicking **INVITE**, allows you to open the mail application and invite one person, or a whole group at once, to the “Conference Call Availability” event you created.

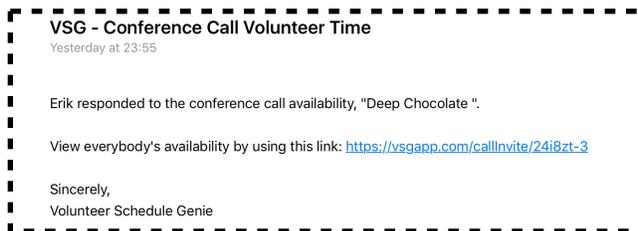


Email invite includes a code and a link to the VSG App.
Note: you can change the email account from which you are mailing the invitation.

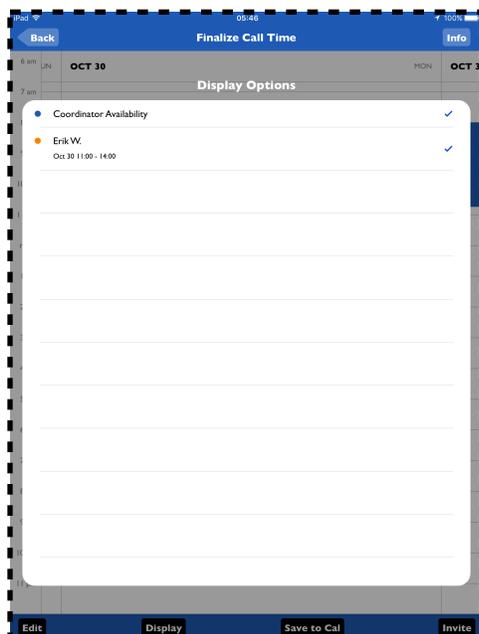


When selecting **INFO**, it will show the conference call name, length planned, minimum # participants, and notes.

Note: this is also the place to confirm which Timezone the call is scheduled. In this example, MDT.



Every time a participant enters their availability, the Lead Coordinator, receives an email.

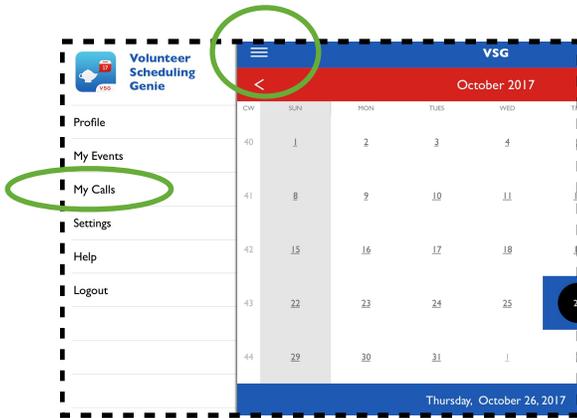


To view the actual date and time availability of each participant, select **DISPLAY**

After all the participants indicate their availability, you can easily finalize the conference call. This will automatically email all participants of the date & time.

Q: I can't find the conference call on my VSG calendar.

A:



A conference call availability request will not show up on the calendar menu **until the call is finalized**. If invited to a Conference Call Availability, you will have to click on the link in the email before it populates under the Main Menu: “My Calls.”

Note: you have to activate the link in the invite email to have the VSG App populate the Conference Call Availability event.

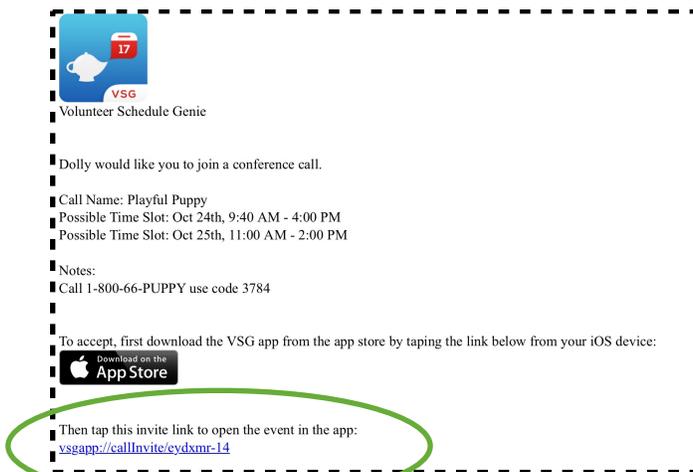


Q: How can I indicate my availability for a conference call I am invited?

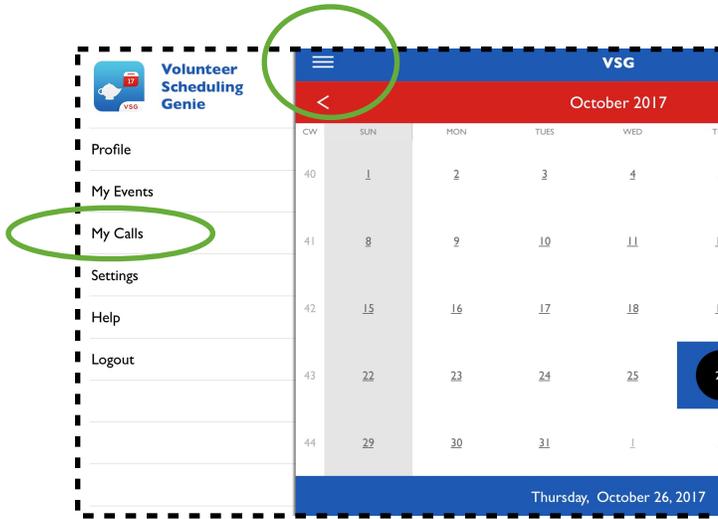
A:



You will need to be invited to a conference call by the creator of the call. You will receive an email with a link that will take you directly to the Schedule Availability screen. You have to click the link to activate the code.

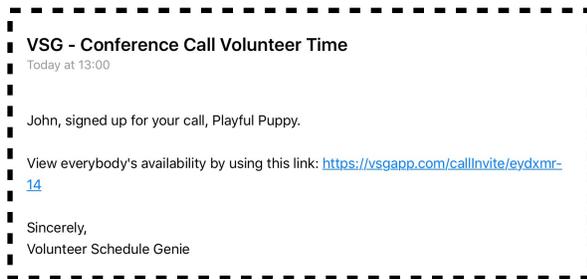


If you haven't download the VSG App yet, there is a link in the email. Otherwise, tap the invite link to open the event in the VSG app.



Once you accepted the invite, you can also go to the preferences (top left Main Menu) and select My Calls.

Note: Once you indicate your availability, you will receive a confirmation email.



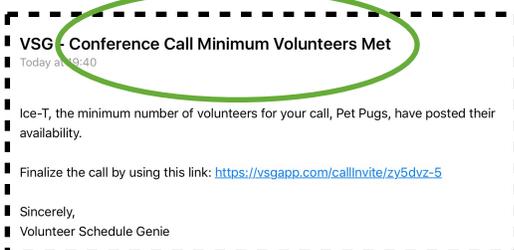
The Lead Coordinator who created the invite, will also receive a confirmation email when a participant signs up.

Q: How do I finalize the conference call?

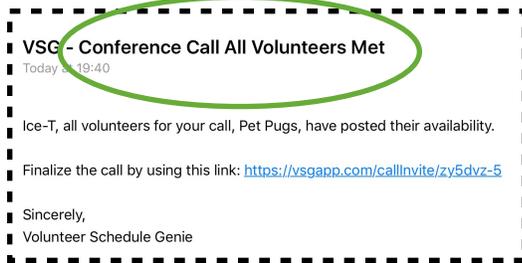
A:



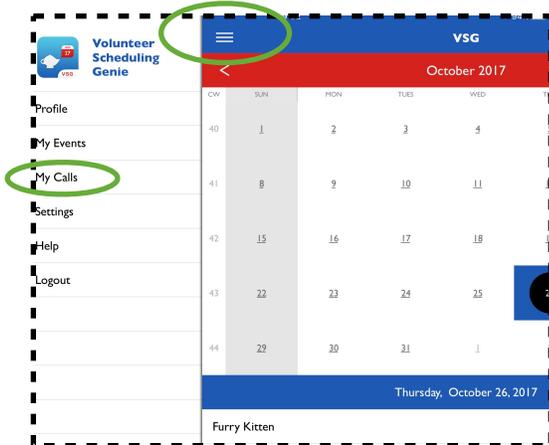
Once a participant responds which show their availability, you will receive an email. **Note:** you will receive an email for every participant who indicates their availability.



You will also receive an email when the minimum number of participants on the conference call is met. **Note:** you set the minimum # when you created the Conference Call Availability.



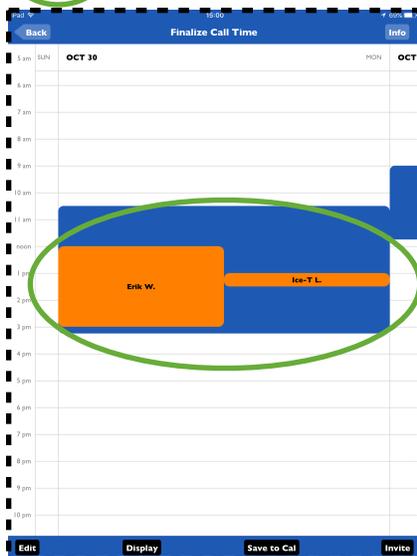
Once all participants invited to the Conference Call Availability respond, you will also receive an email.



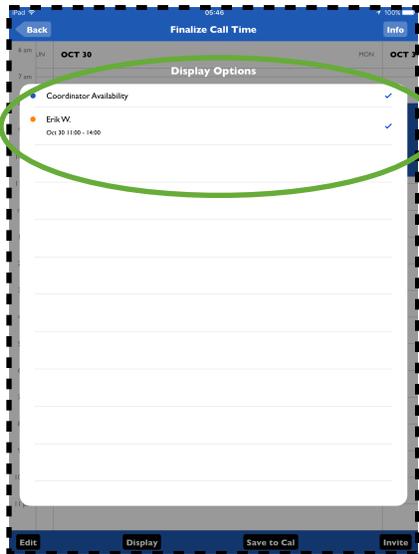
Click the Settings icon on the Main Menu and locate My Calls.



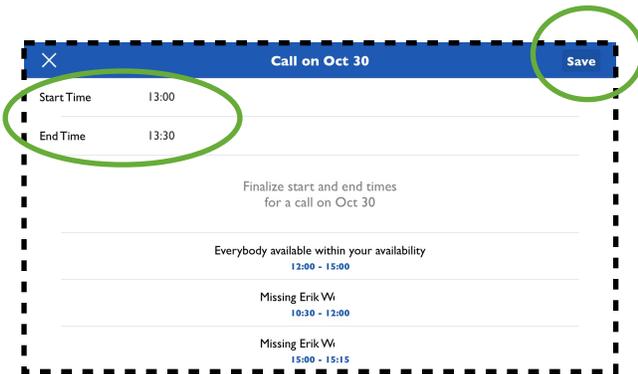
Select All or "Created by me" and select the call.



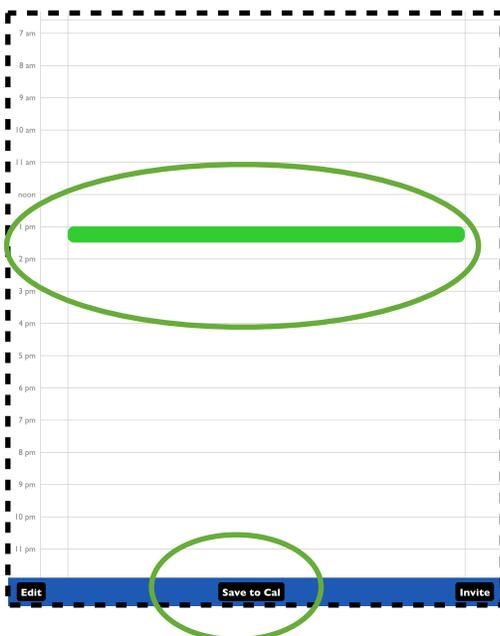
The blue block indicates the Lead Coordinator's availability. The orange blocks indicate the availability of the participants.



To get an even more detailed display of the participants availability, click **DISPLAY**. Note: to reduce clutter, you can deselect and reselect each participant's availability.

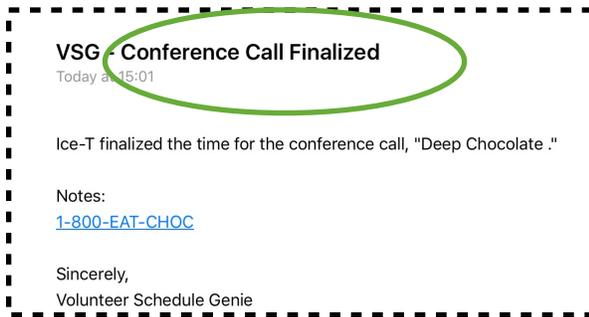


To finalize the call, click on the day you want to hold the call. The "Call on date" Menu will pop up. It will list recommended times based upon participant's availability. Complete the start and end time for the conference call and select **SAVE**.

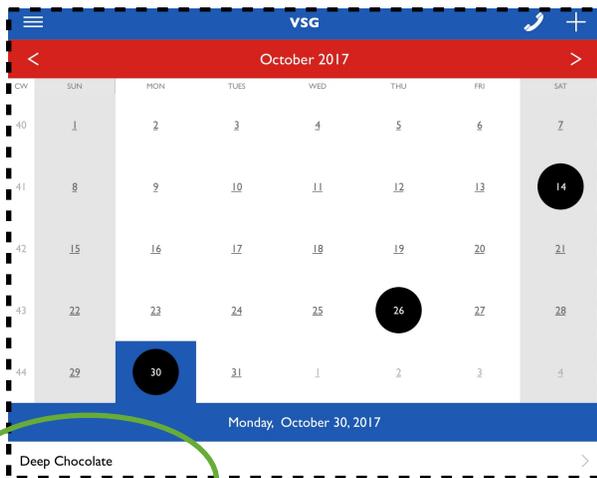


Once you finalized the conference call, the "Call Time" Menu will change to **GREEN** (1 pm - 1:30 pm in this example). The finalized call time can be saved to your calendar app.

Note: Once the call is finalized, you can no longer edit it, but you can cancel it.



Once the Conference Call is finalized, an email is sent to all participants.



The Calendar: Main Menu will display the finalized Conference Call.

Note: the Calendar: Main Menu will not display the Conference Call until it is finalized.

Q: What do the different colors mean in the Conference Call Availability?

A: **BLUE** indicates the Lead Coordinator availability. **ORANGE** indicates availability for each participant. **GREEN** shows the finalized Conference Call Availability.

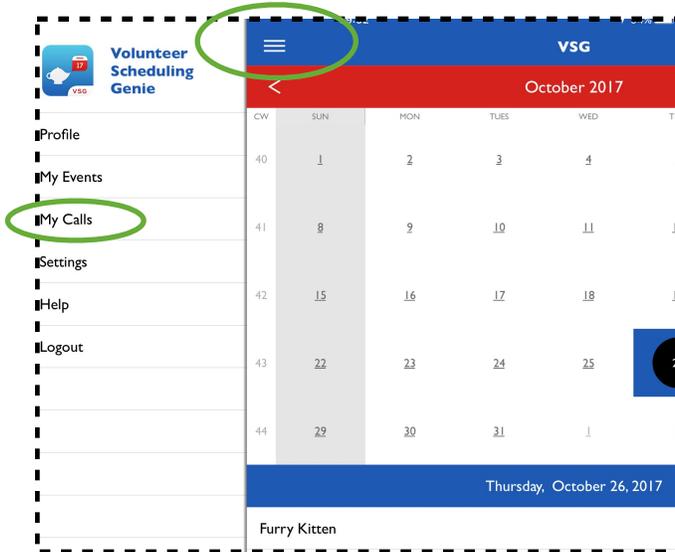
Q: Can you clarify what Timezone the Conference Call Availability is scheduled?

A: The Conference Call Availability is scheduled based upon the time zone the Coordinator was located when the Conference Call Availability event was created. It will automatically adjust to the appropriate time zone for all the participants, *as it is cued by the current timezone on each user's device.*

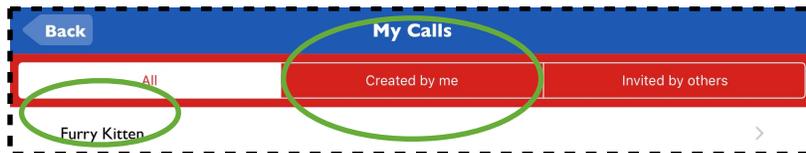
Note: When selecting **INFO**, it will display the information of the Conference Call Availability, including information of the time zone the event originally was created.

Q: After I create a Conference Call Availability event, how do I modify or cancel it?

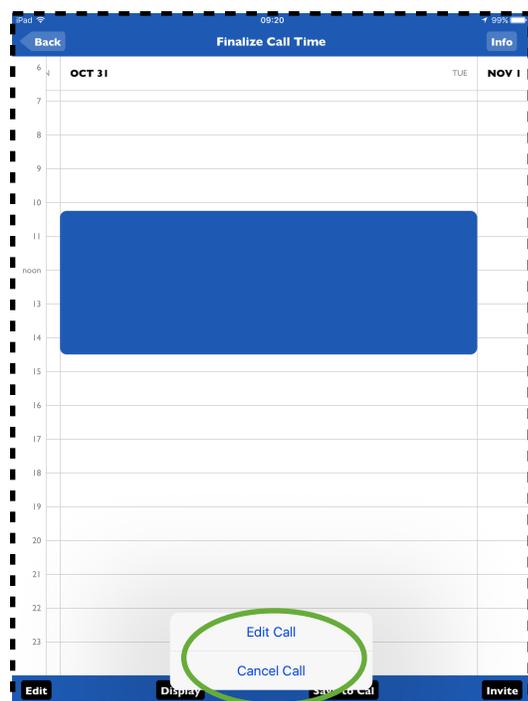
A: Note: Only if *you* have created the event, can you cancel or modify the actual Conference Call Availability event!



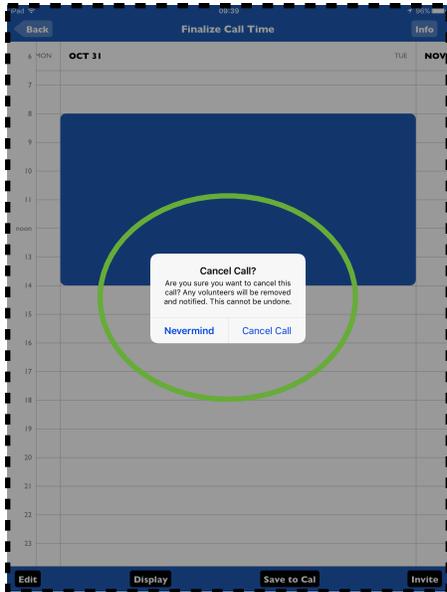
Click the Settings icon in the Main Menu and locate My Calls.



Under “My Calls,” either Select “All” or “Created by me” and select the Call Availability event you want to cancel/edit.

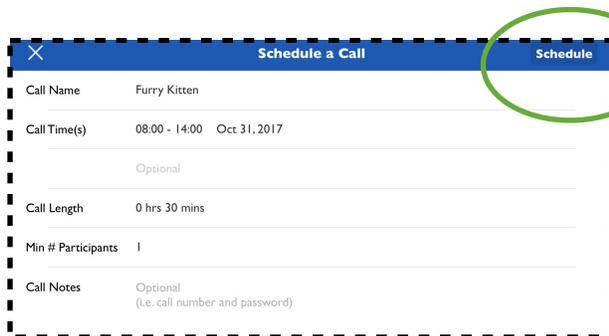


Select **EDIT** and either “Edit Call” or “Cancel Call.”



You can cancel the call by selecting “Cancel Call.”

Note: This can not be undone.



If you elect to **EDIT** the Conference Call Availability event, select “Edit Call.” The “Schedule a Call” Menu allows you to modify the call. Once done, select **SCHEDULE** and the changes will be incorporated.

Note: ensure the changes will be communicated to the participants.