



Getting Started Manual

A compilation of help topics
for people who use Volgistics
to recruit, track, & coordinate volunteers.



Getting Started

This guide is designed to help you get started with using Volgistics. It has sections to help you start an account if you do not have one, learning the basics about your account, setting up your account, and using the account once it has been setup.

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Preface

What's in this document?

This publication is provided for those who would like to have the Volgistics system documentation in a portable document file (PDF) format. It is a compilation of the Volgistics system *help topics* as they appeared on the date it was compiled.

Visit <http://www.volgistics.com> for the most up-to-date help

The Volgistics system frequently grows to include new features and improvements. As it does, previously published documents such as this one may become outdated.

You can get the most up-to-date information on how to use Volgistics in the online help system. To access the online help system, visit www.volgistics.com and hover over Support on the menu at the top of the page, then click Get Help. Or, choose Help from the menu while you are logged-in to your Volgistics account.

If you need more help

Volgistics is pleased to offer this Getting Started Manual and the entire online help system to those who use the Volgistics system. We hope you find these resources useful as you learn what Volgistics can do for your organization and how to use the system.

The online help system includes a way for you to ask questions.

If you have a question about Volgistics that you cannot find an answer to in the documentation, the Volgistics Team is pleased to answer it through the online help system. To post an inquiry, login to your Volgistics account and select Help from the menu. If you do not have a Volgistics account, or you cannot login, visit www.volgistics.com, hover over Support on the menu at the top of the page, and then click Get Help.

All help inquiries are initiated online.

Collecting help inquiries online rather than by telephone enables Volgistics to route inquiries to the team member best qualified to answer; provide support during more hours of the day; answer inquiries more quickly; and ultimately keep the systems costs lower for everyone.

The Volgistics Team can often answer questions right away - often within just a few minutes. Inquiries that require further investigation or an engineer's attention may take longer; however inquiries are always answered by the end of the next business day.

While most organizations can easily get up-and-running with Volgistics on their own (Volgistics is designed for you to do this), some choose to ask others - such as their IT staff or a paid or volunteer consultant - to help them get started or organize for automation. If you choose to involve others as you get started, feel free to share this document and the Volgistics help system with them. The Volgistics Team can answer inquiries from these people too.