Volunteer Information Matching System
Frequently Asked Questions
2016-2017 Season

Web Address: https://my.usfirst.org/FIRSTPortal/Login/VIMS_login.aspx

FIRST Volunteer Resources Department
Questions? Comments? Concerns?
volunteer@firstinspires.org

Gracious Professionalism - “Doing your best work while treating others with respect and kindness - It’s what makes FIRST, first.”
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General VIMS Questions

What is VIMS?
The Volunteer Information and Matching System (VIMS), is the portal FIRST Volunteers use to create a profile, apply to volunteer at an event and complete the Youth Protection Screening Process.

Who uses VIMS?
Any individual that would like to apply to volunteer at a FIRST event must use VIMS.

Which FIRST programs use VIMS?
Volunteers from all FIRST programs are required to use VIMS for official FIRST events (FIRST Robotics Competition, FIRST Tech Challenge, FIRST LEGO League, and Junior FIRST LEGO League).

I cannot find an event in my area, what should I do?
If you are unable to find an event in your area, please reach out to your regional contact. You can find your regional contact information on the FIRST regional contacts page: http://www.firstinspires.org/about/contactus.

Who sees the information in my VIMS profile?
FIRST staff and the Volunteer Coordinator for your event will have access to the information on your VIMS profile.

How do I complete the FIRST Consent and Release form?
When first creating your VIMS account, or logging into VIMS for the first time annually, you will be prompted to complete the Consent and Release form electronically. You may opt to complete a hard copy of this form for in-person submission at a FIRST event.

If you are unable to complete your Consent and Release form when initially prompted in VIMS, you may login to VIMS at a later date and complete it. You can do this by clicking on the consent and release link found on the left hand navigation.

How often do I need to complete the FIRST Consent and Release form?
The FIRST Consent and Release form must be completed annually.
I am unable to login to my VIMS account, who do I contact?

Please try using the “I forgot my password” link on the VIMS login page. If you are still having trouble, please send an email to volunteer@firstinspires.org.

**Event Specific Questions**

How do I apply for an event?
- Find & Apply to a FIRST Event
  - Click on “Volunteer Role Applications” in the left hand navigation bar.
  - Click on “Apply for an Event”.
- Select a Program
  - Select the State/Province
  - Click “Find Event”
- Events will populate at the bottom of the screen.
  - (Note: Make sure to scroll down if you do not automatically see these events populate.)
  - Click on the “Select” hyperlink, adjacent to the event the User would like to volunteer.
Fill out the Role Application and Click “Submit” at the bottom of the screen.

- **Fields marked with a Red Dot are required.**
- An automated email confirming your application has been received will be sent to the email address provided. THIS DOES NOT MEAN YOU HAVE BEEN ASSIGNED TO A ROLE NOR SUCCESSFULLY PASSED SCREENING. The User will be sent an email with the assignment once they pass screening and when the Volunteer Coordinator has finalized the assignment.

- **“Add Role” to Role Application**
  - **To Add Role:**
    - Select the Role you would like to Add
    - Click on “Add”
    - **Use Green Arrows to order roles for preference.**
  - **To Remove Role:**
    - Use Green Arrows to move undesired role to “Fifth Selection”. Click “Remove”

**How long will it take for me to be assigned to a volunteer role?**

The amount of time it takes to be assigned to a volunteer role varies by event. This depends on many factors, including the Volunteer Coordinator’s schedule and the event needs. **It is important to note that not all volunteers who apply are assigned a volunteer role.** Volunteers are only assigned an official role if their preferences and time availability match the volunteer needs of the event.

**How do I find my assignment?**

You will be sent an automatic email from noreply@firstinspires.org containing your assignment once screening is complete and the Volunteer Coordinator has finalized the assignment(s). Assignments can also be verified by logging into VIMS and looking under “Volunteer Role Assignments” after you have been assigned.
Who do I contact with a direct question about my event, my application, and/or my assignment?
The best place to start is to email volunteer@firstinspires.org with any questions.

Certification and Training Questions

Where do I access my certification?
Once you have been assigned and notified of a volunteer role requiring testing or certification, the certification button will populate on the left hand navigation inside your VIMS account.

Which certifications are accessed via VIMS?
Currently, FIRST LEGO League and FIRST Robotics Competition offer training for FLL Judges & FRC Referees and Robot Inspectors. The FIRST Tech Challenge program is hosting all volunteer training through Schoology (see the end of this section for information specific to FIRST Tech Challenge).

Where does the certification link take me to?
FIRST certifications are hosted on a Learning Management System called BlueVolt.

My screen says “stuck in progress”, what should I do?
Update your browser to the most current version for your computer. If you are using the Internet Explorer 10 or 11 browser to view your courses, you may need to use the Compatibility mode for your completion to register. Just click the icon that looks like a torn page on the right side of your address bar. When you view your modules they will show as passed.

Other Steps to Take if Stuck in Progress:
• Check your version of Flash and update as indicated: http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html
• Try a different browser. For instance, if you are using Internet Explorer, try Mozilla Firefox or Google Chrome.
• Take the course with a different computer.
• Take the course from a computer on a different network (such as home or the library) to see if that makes a difference.
• Add "go.bluevolt.com" to your Safe Sites list in your virus protection program. Here is a link to a great informational page on how to do this:
  http://www.wikihow.com/Add-a-Website-to-Trusted-Sites
• Enable pop-ups. Here is a link to a great informational page on how to allow pop-ups for different browser:
  http://www.wikihow.com/Allow-Pop%E2%80%93ups
  *If you are not allowed to do these, ask your IT Department to do this for you.

Why are my results not displaying for my Volunteer Coordinator?
Results from Certifications are passed into the Volunteer Management System twice per day at 8:00 AM ET and 8:00 PM ET.
Once you are able to successfully view your course, please make sure to check the following:

- Click any links that appear in each slide
- Watch any videos that appear in their entirety—without skipping ahead, stopping or closing early
- Complete and pass all assessments (quizzes)

**How do I access training & certification for a FIRST Tech Challenge volunteer role?**

Training and certification for FIRST Tech Challenge roles takes place in a Learning Management System called Schoology. If a role has a training and certification component, FIRST Tech Challenge will send an email to the volunteer after the volunteer has applied to the role in VIMS. The email will contain instructions and the access code needed to join the course in Schoology. Please allow 24-48 hours to receive the email. If you applied for a role and haven’t received an email with training instructions after 48 hours, or if you have trouble joining the course, you may email FTCTrainingSupport@firstinspires.org.

**Which FIRST Tech Challenge roles require training & certification?**

The following FIRST Tech Challenge roles require training: Control System Advisor, Dean’s List Interviewer*, Dean’s List Reviewer*, Emce/Game Announcer, Lead Field Inspector/Field Inspector, Field Manager, Field Reset, Field Technical Advisor*, Head Referee*, Judge Advisor*, Judge*, Pit Administrator, Lead Queue/Queuer, Referee*, Lead Robot Inspector/Robot Inspector*, Lead Scorekeeper/Scorekeeper*, Volunteer Coordinator, and Wi-Fi Technical Advisor. Courses marked with an “*” have a certification component in the form of a quiz or test. All FIRST Tech Challenge training & certification courses are hosted in Schoology.

**Additional Questions**

Where can I find answers to questions I have regarding the Youth Protection Program (YPP) Screening Process?

For additional information and/or Frequently Asked Questions about the YPP Screening Process, please visit [http://www.firstinspires.org/resource-library/youth-protection-policy](http://www.firstinspires.org/resource-library/youth-protection-policy).

I am also a Mentor/Coach and have a TIMS account, do I need to be screened in VIMS?

If you have completed the YPP screening process in TIMS, you will NOT be asked to be re-screened in VIMS as long as you are signing in with the same user email/password. If you have created a new account in VIMS with a different email, you will be prompted through screening upon applying to an event.

Who do I contact if I have a technical question or concern about VIMS?

A good place to start is to send an email to volunteer@firstinspires.org.

Who do I contact if I have input on improving the system?

A good place to start is to send an email to volunteer systems@firstinspires.org.