Our Future:
Built Better Together

Volunteer Management System (VMS) User Guide

Revised July 2023

About this User Guide

Each line in the Table of Contents is hyperlinked to that specific topic within the User Guide. Screenshots are provided where applicable. See Additional Resources for VMS tutorial video links and other helpful resources.

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Introduction and Reminders

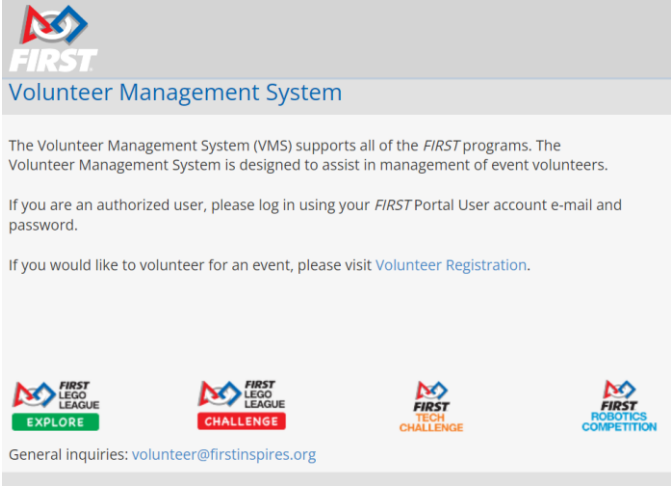
Welcome to the Volunteer Management System (VMS) User Guide. Thank you for managing and coordinating volunteers for *FIRST*®.

Reminders:

- Volunteer information should not be shared. See the *FIRST* Privacy Policy for more information.
- All events should have a volunteer coordinator assigned. If no volunteer coordinator is assigned, volunteers will not be able to send messages and will have no one to communicate with for their questions and needs. Even if the program delivery partner (PDP) chooses to list their own information, this will be valuable in communicating with volunteers.
- Permissions in VMS:
    - FRC Chiefs-no access to reporting features

Login

https://my.firstinspires.org/VMS/Login.aspx



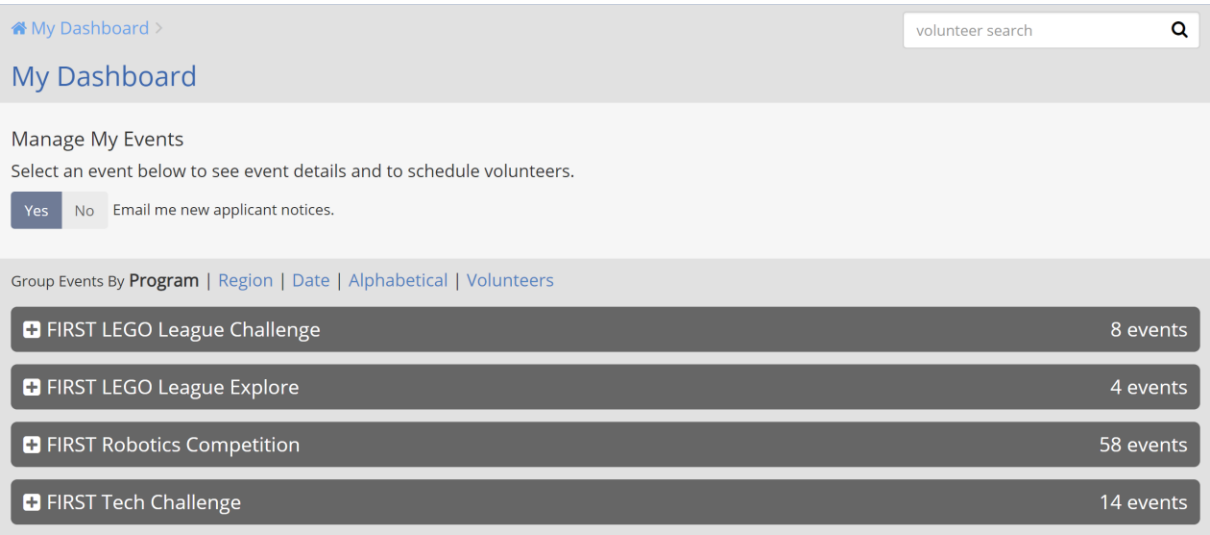
Login with your email and password, which are the same credentials as your account on firstinspires.org.

- Each season, users are prompted to sign the VMS Terms & Conditions. This is required to use the system for the current season.
- If you manage more than one event, you will be taken to My Dashboard. If you are managing just one event, you will go directly into the Event Detail page of that event.

Note: Access to VMS for Volunteer Coordinators is seasonal and expires at the end of each *FIRST* season (Typically May of each year during rollover). Volunteer Coordinators must be assigned to an event each season by *FIRST* HQ (FRC) or a Program Delivery Partner (FLL & FTC) to regain access.

VMS Page Overviews

If you manage more than one event, you will be taken to the My Dashboard screen upon login to view all your events (see image below).



The Dashboard provides high level information on the status of staffing events with volunteers.

- **Start Date**–First day of competition. Set-up days are not included. You will be able to click into set-up days to assign volunteers if needed.
- **Days**–Length of competition. Events need to be six (6) days or less.
- **Program**–*FIRST* program.
- **Event Target Assignments**–The # of volunteers for this event suggested by Headquarters. Some roles may show a target of "0". You can change the target to adjust to the needs of your event.
- **Volunteers Assigned**–Total # of volunteers assigned to the event.
- **Tentatively Assigned**-# of volunteers that are "Tentatively" scheduled for a role. These individuals have not been notified and are not assigned within the system.
- **Unassigned Applicants**-# of Applicants who have applied to this event.
- **(# new)**–an applicant is designated as "new" for 10 days from the time they have submitted their application.
- **Registered Teams**–this number is pulled if the event registers this data with HQ. If this is not collected, this number will remain "0".

From the Dashboard, click on the event name to begin making assignments.

FIRST Tech Challenge

Event Name	Start Date	Days	Program	Event Target Assignments	Volunteers Assigned	Tentatively Assigned	Unassigned Applicants
NH FTC Meet 2	9/4/2020	1	FIRST Tech Challenge	14	5	1	3 (3 new)

Event Details

If you only manage one event, you will be brought to the Event Details screen upon login (see image below). To return to the main dashboard, you can click 'My Dashboard' at the top left of the screen.

Event Details

NH FTC Meet 2 - FTC

Manchester, NH September 4, 2020 Season: 2020 - TBD (FTC)

Assignments | All Reports | Messaging | Invitations

Manage Custom Roles | Manage Volunteer Coordinators

Key Roles — 4 Target | 0 Assigned

Event Role	Role Target	Total Volunteer Assignments	Tentatively Assigned	Unassigned Applicants	Daily Target Reached
Field Technical Advisor	1	0	0	0	F
Head Referee	1	0	1	1 (1 new)	F
Lead Robot Inspector	1	0	0	0	F
Lead Scorekeeper	1	0	0	0	F
Volunteer Coordinator	0	0	0	0	F

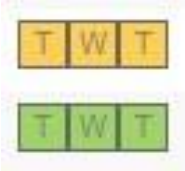
Non-Key Roles — 10 Target | 5 Assigned

Event Role	Role Target	Total Volunteer Assignments	Tentatively Assigned	Unassigned Applicants	Daily Target Reached
Assign Me As Needed	0	0	0	0	F
Concession Stand	1	0	0	0	F

Event Volunteer Roles

Each event type is populated with a set of volunteer roles as determined by each program at *FIRST* Headquarters. The roles are divided into Key Roles and Non-Key Roles. The purpose of this is to ensure that you fill the most critical roles for the event.

- **Manage Custom Roles**
- **Manage Volunteer Coordinators** This button is grayed out unless you have Partner or Manager Permissions. Only FLL and FTC partners can add Volunteer Coordinators for all events in their region. FRC partners please defer to your FRC HQ contact for Volunteer Coordinator Assignments.
- **Role Target**–Total # of volunteers needed for this role.
- **Daily Target Reached-**The letters stand for days of the week)
    - Yellow–Suggests that more volunteers may be needed.
    - Green–Target number of volunteers have been met.



All Reports Tab

This is the location of all reports that can be pulled for the event. You may view reports in VMS and export to Excel (follow all *FIRST* Data Privacy rules).

Messaging Tab

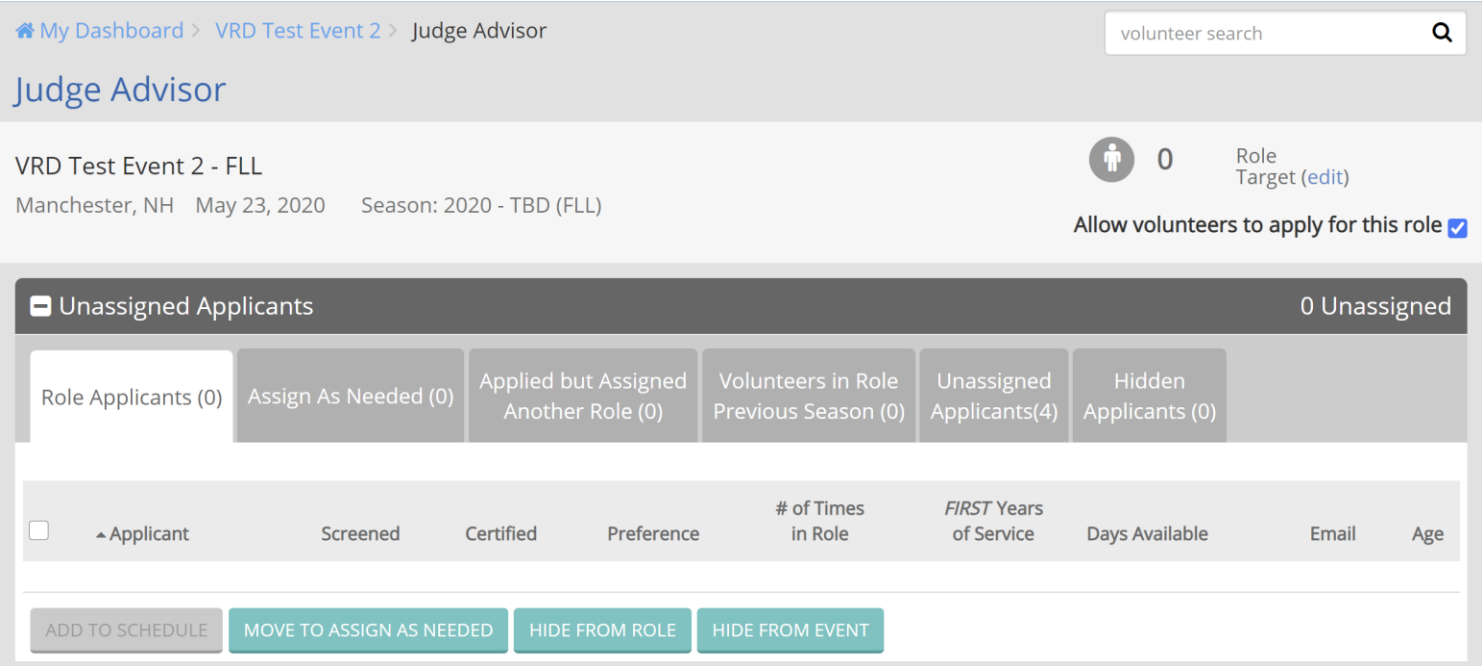
Here you can send email messages to groups of volunteers (Judges, Referees, Game Announcers, etc.). This is a one-way messaging system. Messages are sent from donotreply@firstinspires.org.

Invitation Tab

Send email invitations for people to apply to volunteer at the event.

Role Details

When you are in your event, you click on the role to see the role details.



The Role Details page provides information on the status of volunteers for this specific role. High level details are displayed at the top, and details will update as applicants are assigned and notified.

How to Edit the Role Target Number

- Select the “edit” link.
- Type desired number and click on the checkmark.

Unassigned Applicants Tabs

Role Applicants–All applicants who have applied to this role.

- **Applicant**–List of volunteers who applied to the role through Volunteer Registration on firstinspires.org.
  - Sort alphabetically by clicking on “Applicant” header.
  - Click on the volunteer’s name to view more information on the volunteer.
- **Youth Protection Policy**–Displays screening status. Hover over the symbol to see the current screening status explanation. You will not be able to place someone who has not met the Youth Protection Policy Requirements. A pop-up will appear to notify you of the error.

	Meets Youth Protection Policy Requirements.
	Indicates the person needs to take action to complete the screening: log into their Dashboard and Proceed to the screening vendor (Volunteers with this status have started the screening process but have not completed.) Will also show up if they have not logged into the Dashboard to accept the Youth Protection policy for the new season.
	They did not meet Youth Protection Policy requirements and should not be assigned.

- **Preference**-Volunteer’s preference for this role as chosen by the Volunteer (1=First Choice, 2=Second Choice, etc.).
- **# of Times in Role**-How many events this volunteer has served in this role. This goes by event, not by year.
- ***FIRST* Years of Service**–How many years the applicant has volunteered with *FIRST* (self-reported).
- **Days Available**–Days Applicant has listed as being available to volunteer.
- **Email**–Volunteer’s email address.
- **Age**–Age of volunteer. This is useful if this role has age requirements. Be sure to know the role requirements for your volunteer roles:
  - FLL Explore
  - FLL Challenge
  - FTC
  - FRC
- **Certification-**For roles requiring certifications, you will see a column reporting if the applicant has completed the associated certification or not.

Assign as Needed–Applicants who have applied to the role ‘Assign as Needed’.

Applied but Assigned Another Role–Applicants who listed this role in their application but are currently assigned to another role. Volunteers can be assigned to multiple roles on the same day, so this tab may be helpful if you have a volunteer who applied to multiple roles that needs to be assigned. Certain volunteer roles should not be assigned to more than one role per day, like Judge Advisors and Volunteer Coordinators.

Volunteers in Role Previous Season–Volunteers who were assigned this role last season.

Unassigned Applicants–Applicants who have not applied to this role but have applied to other roles for the event and are currently unassigned.

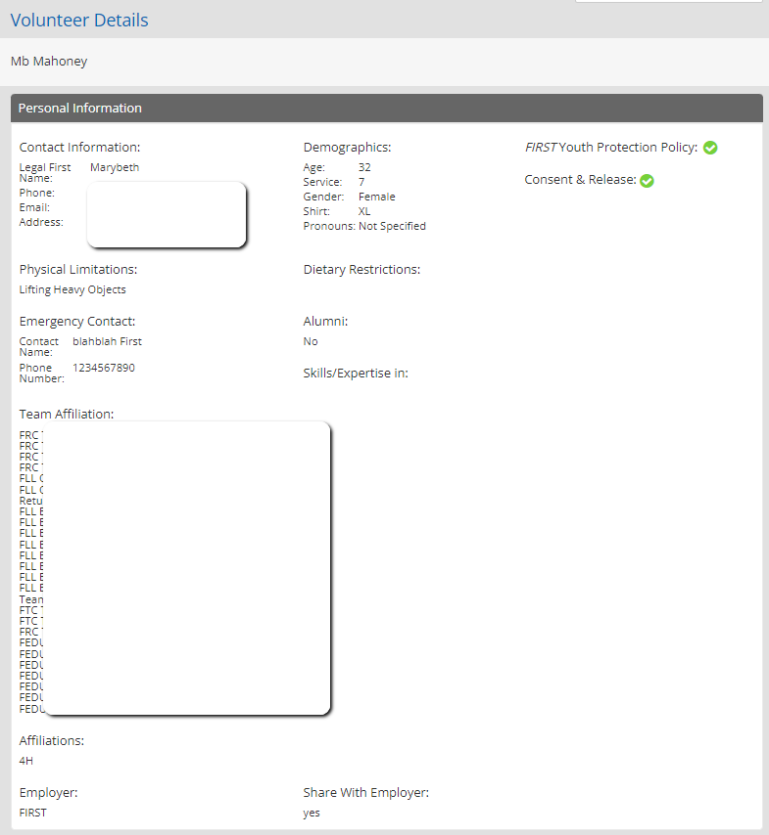
Hidden Applicants–Applicants who have been hidden from this role or this event. You may want to hide applicants for a few reasons including but not exclusive to:

- They are already assigned another role at that event.
- You are not planning to assign the volunteer:
  - Does not meet age requirement for role.
  - Does not meet the Youth Protection requirement.

Volunteer Details

All information that the volunteer enters in Volunteer Registration can be seen on this page. Below the ‘Personal Information’ summary, there are tabs with additional information.

- This page can be accessed by 2 methods:
  - Volunteer Search bar.
  - Clicking on a volunteer’s name on the Role Details page.

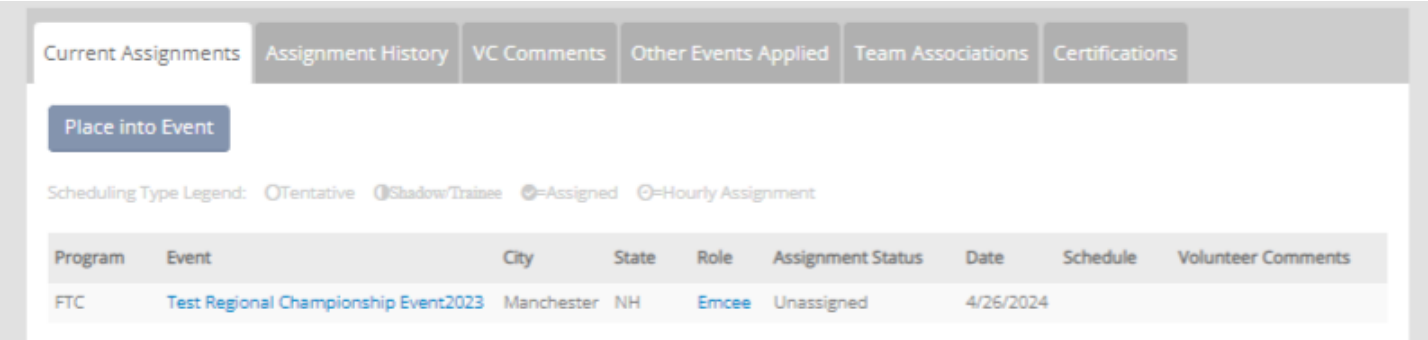


Features of the 'Personal Information' summary:

- Status of Consent and Release and *FIRST* Youth Protection Policy
  - Youth Protection Policy details are the same as in the Role Applicants tab when scheduling volunteers.
- Legal First Name and Preferred First Name
  - Legal First name is displayed with the volunteer details.
  - Preferred First Name is on the top left of the details page under 'Volunteer Details.'
- Pronouns are located under the demographic information.
- Employer/Share with Employer
  - Employer will only be shown for volunteers who select that it is ok to share that information.
  - Volunteer information should not be shared. See the *FIRST* Privacy Policy for more information.
- Affiliations
  - Volunteers can share nonprofit affiliations in addition to their employer.
- Certifications
  - Will appear at the top right of the Volunteer Details screen when completed for the current season only. Certifications from previous seasons can be seen in the Volunteer Details Tabs.

Volunteer Details Tab Descriptions

To access more information about the volunteer, you can click on the tabs located below the main Volunteer Details (screenshot below). The tabs are defined below.



Current Assignments

- Lists all events and roles in all programs the volunteer has been assigned to in the current season.
- If you are not managing the event, you cannot access the event's details. The name of the event and role will be grayed out.
- Use the 'Place into Event' button to assign the volunteer to a specific event.

Assignment History-All past volunteer assignments that were recorded in this Volunteer Management System.

VC Comments-Volunteer Coordinators can enter comments about the volunteer.

- Comments are viewable by everyone who has access to this volunteer.

Other Events Applied-Lists all events and roles a volunteer has applied for and was not assigned to in the current season, events that have passed or are upcoming.

Team Associations-List of teams this volunteer entered as an affiliation.

- Affiliation refers to an official role on a team, either Lead Coach or Mentor, or if the volunteer has entered a team association (parent/guardian, etc).
- Affiliations should be used to determine if there is conflict of interest in placing a volunteer in specific roles.

Certifications-Lists all current season and past season certifications completed by the volunteer.

Current Applications-This tab only appears when you view the Volunteer Details through the Role Details page.

- It will be to the right of the 'Current Assignments' tab.
- The application details for this event are listed.
- From this screen, you can place the volunteer in a role, hide the volunteer from a role, or hide a volunteer from this specific event.

Volunteer Coordinator Comments

Volunteer coordinators can and should leave comments about their experiences with volunteers. Comments should always:

- Be factual and not based on emotions.
- Address both positive and negative experiences with the volunteers.

These comments are visible by other volunteer coordinators and VMS users and will be used when assigning volunteers at their events. Your experiences are important and can help *FIRST* achieve successful and consistent programs.

How Often Does the Volunteer Information Sync Between VMS and Volunteer Registration?

Updates are visible immediately between VMS and Volunteer Registration. The sync between BlueVolt and VMS takes 4 hours to see certifications.

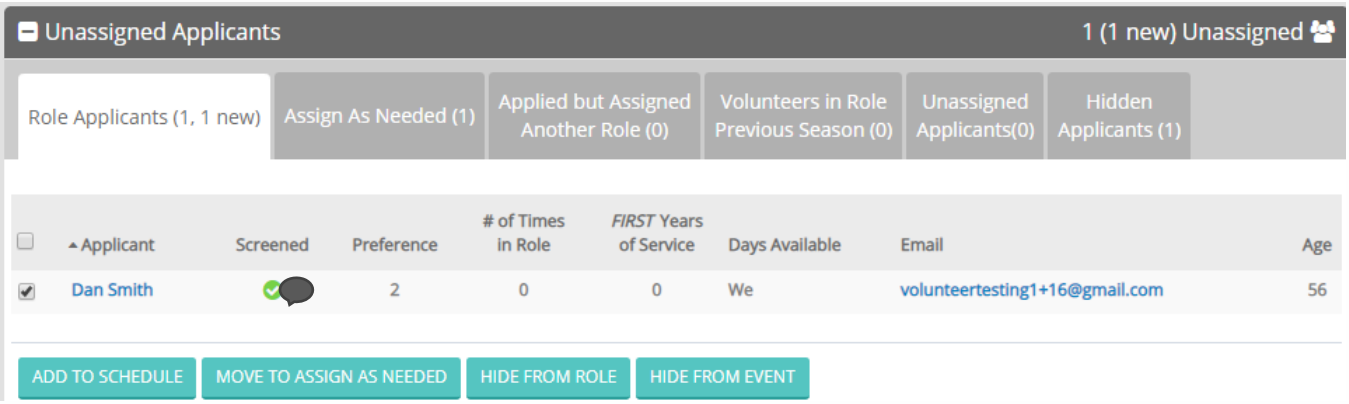
Volunteer Assignments

This section will explore assigning volunteers to roles at your event.

How to Assign Volunteers

Assign volunteers by role and notify them via VMS of their assignment details using the following steps:

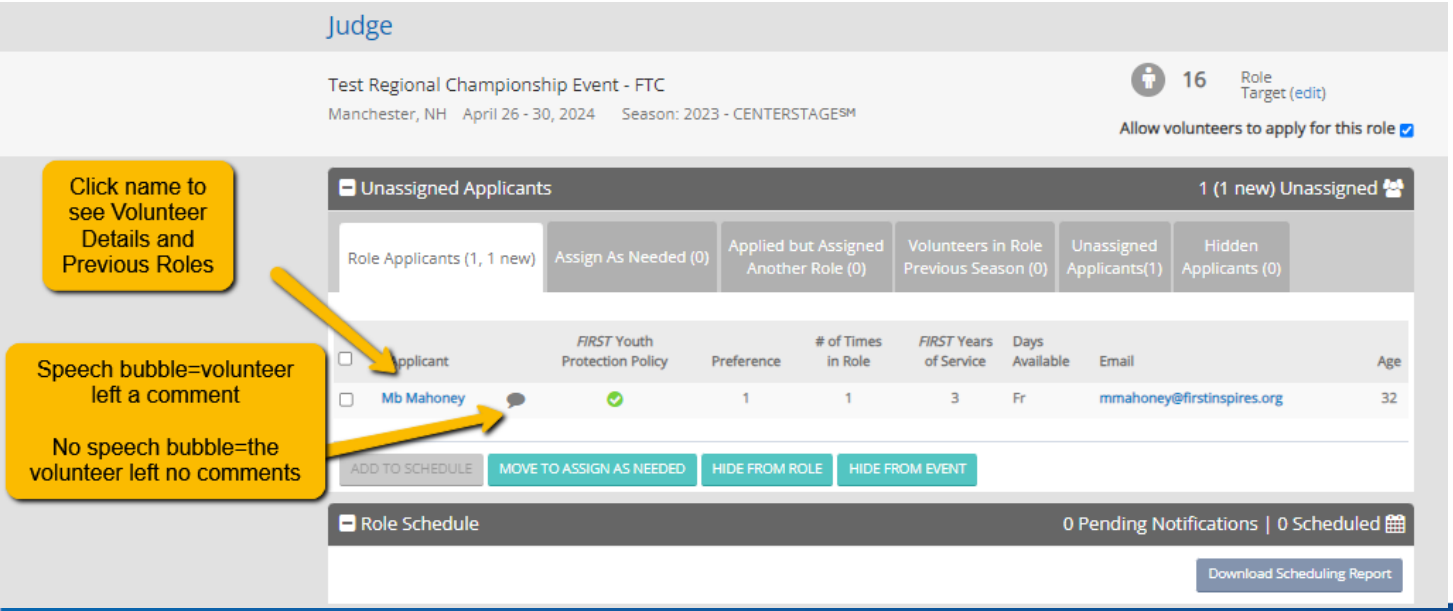
1. Select an event from your dashboard.
2. Select a volunteer role.
3. Select one or more volunteers by clicking on the checkbox next to their name.
4. Click on the 'ADD TO SCHEDULE' button to move the volunteer to the Role Schedule.
5. Use the 'Save Assignment and Notify' button to finalize your schedule and email the volunteer(s).



Reviewing Applicants

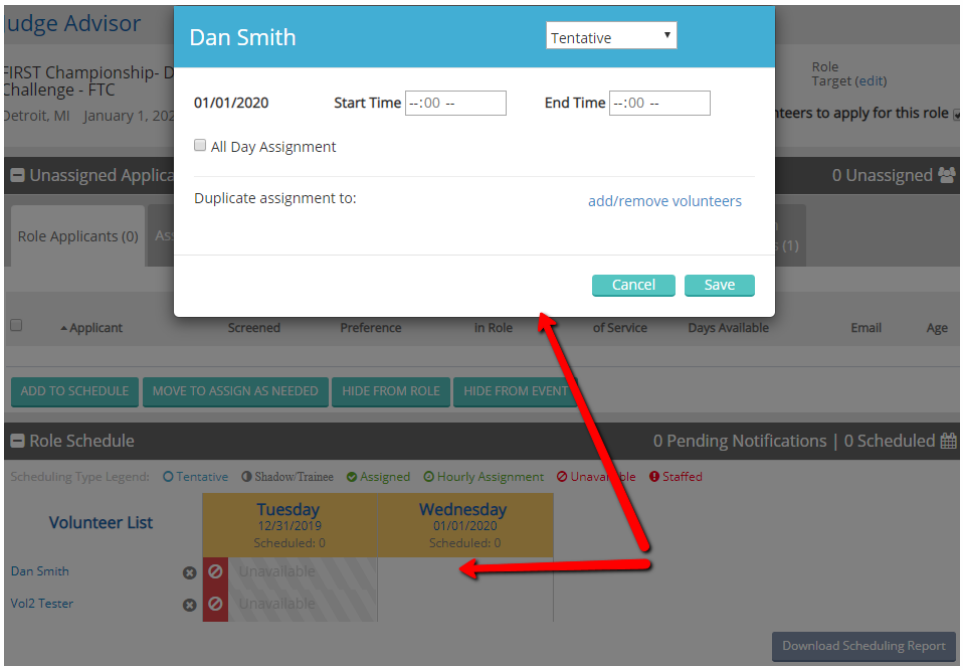
When in a volunteer role, you can review your applicants in order to place the most suitable volunteers into each role. You should complete this before Step Three.

- View the Volunteer Details page for each applicant by clicking on the volunteer's name. Be sure to review the VC Comments tab here for feedback from other volunteer coordinators about this volunteer.
- Some volunteers may have speech bubbles next to their names. This indicates they have provided comments when applying to the role or have an accommodation request. You can view the volunteer comments by clicking on the speech bubble.

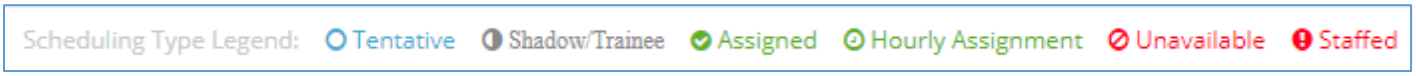


Scheduling

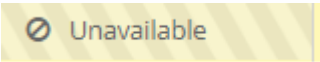
Once you have completed Step Four, click into the calendar day you wish to assign a volunteer. This action will create a pop-up window to enter the assignment details.



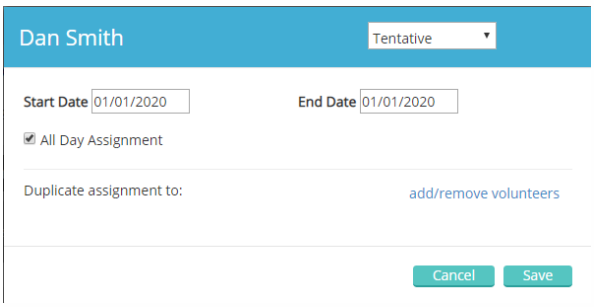
- The pop-up window contains a few options to make the assignment. It includes the scheduling type (see legend below), assignment date and hours, and the ability to apply the same assignment to multiple volunteers.
- The Scheduling Type Legend lists all the possible scheduling types available.



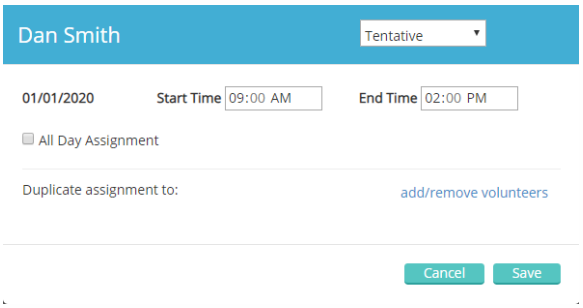
Tentative	Until the volunteer has been notified, this assignment is tentative. Use this tool to create and adjust your schedule without officially assigning and notifying volunteers. This is used for an all-day role. The symbol is a circle with no coloration in the center.
Shadow/Trainee	A volunteer can be assigned to shadow or train with more experienced volunteers in the role. This does not count against the total numbers needed for a role. Use this tool to train new volunteers in a role. The symbol is a circle with half coloration to the right side.

	A tentative assignment has been made. 'Hourly' indicates custom hours were entered for the role in lieu of the 'all-day' assignment. Use this tool to create and adjust your schedule without officially assigning and notifying volunteers. The symbol is a circle with clock hands.
	The volunteer has indicated they are 'Unavailable' for this day. However, if the volunteer indicates to you personally that they are available during this time, you can schedule on this day. The symbol is a circle with diagonal slash.
	This volunteer has been either 'Tentatively' scheduled or officially assigned to another role on this day. The symbol is an exclamation point.
	The volunteer has been notified of the assignment and is assigned. This field will show the start and end times of the shift as indicated or will show 6AM-10PM if an all-day assignment. The symbol is a checkmark.

- To assign a volunteer all day, select the check box for All-Day Assignment and confirm the Start and End dates. The start date is pre-populated with the date box you clicked on the calendar. You can make a single or multi -day assignment by making a calendar selection to populate the End Date.
    - Only all-day assignments can be assigned as a multi-day assignment.
- An All-Day assignment is currently defined as 6AM-10PM. You do not need to use the volunteer this entire time frame. An All-Day assignment will make assigning them to another role that day not possible.



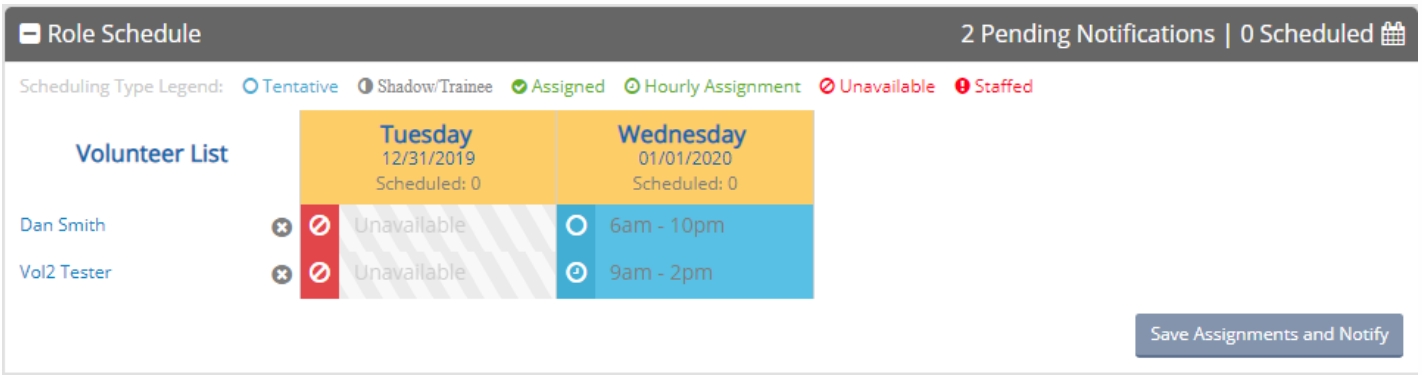
- To assign a volunteer to a specific time slot, enter a start and end time. Include AM or PM for the time selected. You will have to do this separately for each day.



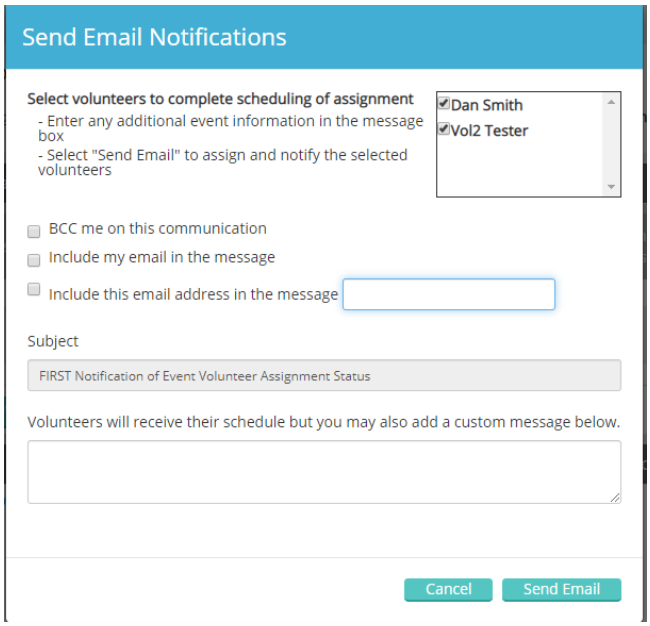
- To assign volunteers on your set-up day, please make sure the volunteer candidates are available before scheduling them. To schedule them, you can click into that day (even though it says 'unavailable') and assign your volunteers.
- To save your volunteer assignment, click on the Save button at the bottom of the pop up. This will add a Tentative schedule to the calendar in Blue for the volunteer selected.

Finalize Assignments and Notify Volunteers

Use the "Save Assignment and Notify" button to finalize your schedule and email the volunteer(s). This is Step 5, the final step, for assigning volunteers.



- A pop-up window will appear, and you can select which volunteers you want to finalize assignments for and send an assignment email.
- Volunteers cannot reply back to the email.
  - Have your email included in the body of the email for volunteers to contact you-great for volunteers to have easy access to their volunteer coordinator.
    - It uses the email you have on file in Volunteer Registration.
  - Type in an email address to have in the message. You may want to use this field to:
    - List your *FIRST*/Local *FIRST* or *FIRST* Partner email address.
    - List your PDP.

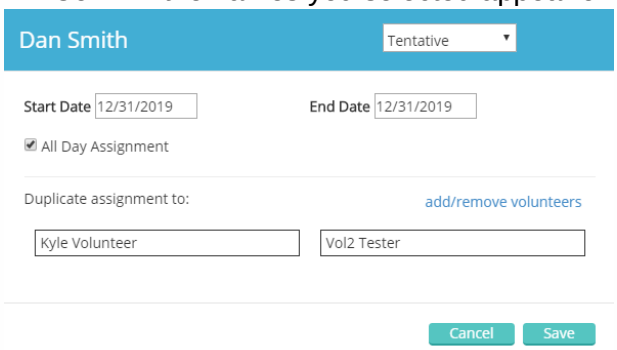


        - List an email you have for *FIRST* business that is not your personal email address (gmail, etc.).
        - It is best practice to list an email so that volunteers have a point of contact.
- You may use the additional checkbox options and add a custom message to this email.
    - Be blind copied on the email-great for your records.
    - Customize your message:
        - Add event details, a welcome, a thank you, and more to get volunteers excited and feel appreciated.
- Click 'Send Email' when complete.
- Once you click 'Send Email', a green bar will appear to indicate the message has been successfully sent.

Duplicating an Assignment to Multiple Volunteers

To duplicate the same assignment to multiple volunteers, follow these steps:

- Click on the calendar day for the volunteer whose role you want to duplicate to start scheduling additional volunteers into that role.
- Enter the desired date and time details.
- Click 'Add/Remove Volunteers'. This will show a list of volunteers that are available to apply the same assignment to. Use the check boxes to select the volunteers and then click save.
- Confirm the names you selected appear on the assignment pop up and then click save.



- After the volunteers have been assigned, any changes to individual volunteer schedules can be made per person and will not be duplicated to others.
- Remember to notify volunteers of their assignment.

How to Edit or Remove a Volunteer Assignment

Once a volunteer is assigned and notified, you can still edit or remove their volunteer assignment.

- To **remove** an entire assignment–click on the **x** to the right of the volunteer's name.
    - The volunteer will be removed from the role assignment and be moved back to the 'Unassigned Applicants' section.
- To **edit** an assignment, click into the calendar assignment for the volunteer.
    - Adjust the date and time settings and select 'Save.'
    - Select 'Save Assignments and Notify' to send an email to the volunteer with their new assignment details.

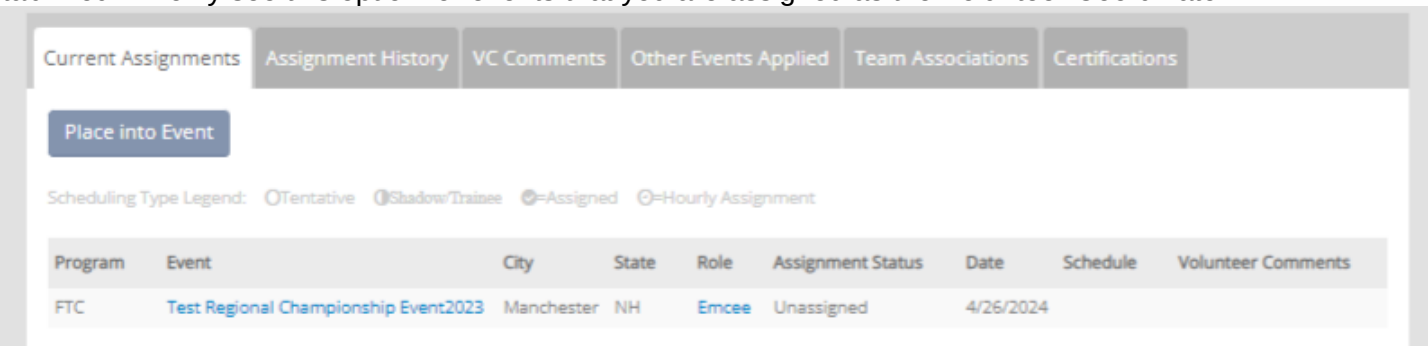
- Be sure to include why they have a new assignment or what the edit to the current assignment is if you have not already.

How to Assign a Volunteer from the Volunteer Details Page

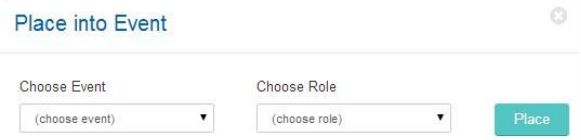
There are two ways to navigate to the Volunteer Details page:

- Click into your event and select a role. Then, click on a volunteer's name.
- Use the Volunteer Search bar and type in their name or email address. Then, click the volunteer's name from the search results.

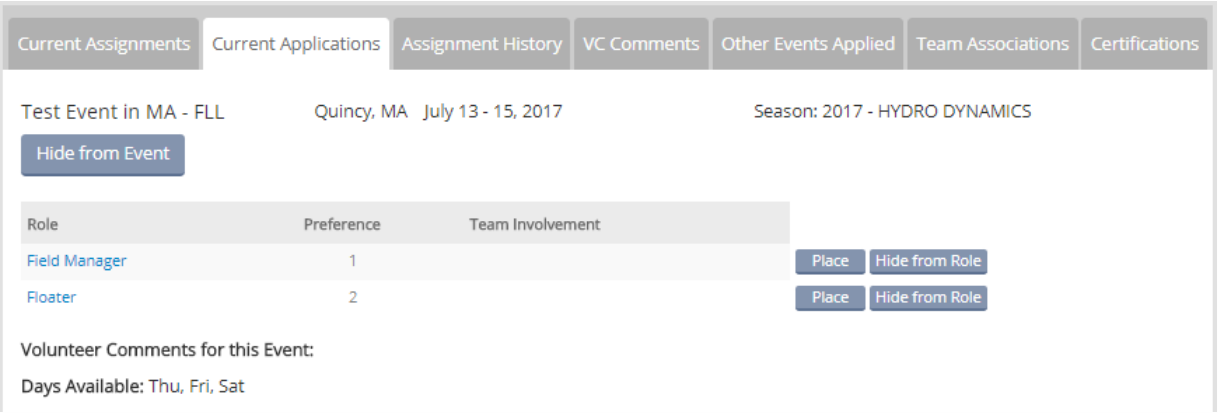
Once on the Volunteer Details page, click on 'Place into Event' button, located on the 'Current Assignments' tab. You will only see this option for events that you are assigned as the Volunteer Coordinator.



A pop up will appear for you to select the event and role. The Volunteer will be placed into the schedule for the role. Proceed to schedule, assign, and notify the volunteer.



You may also place a volunteer into the schedule by clicking 'Place' in the 'Current Applications' tab on the Volunteer Detail screen.



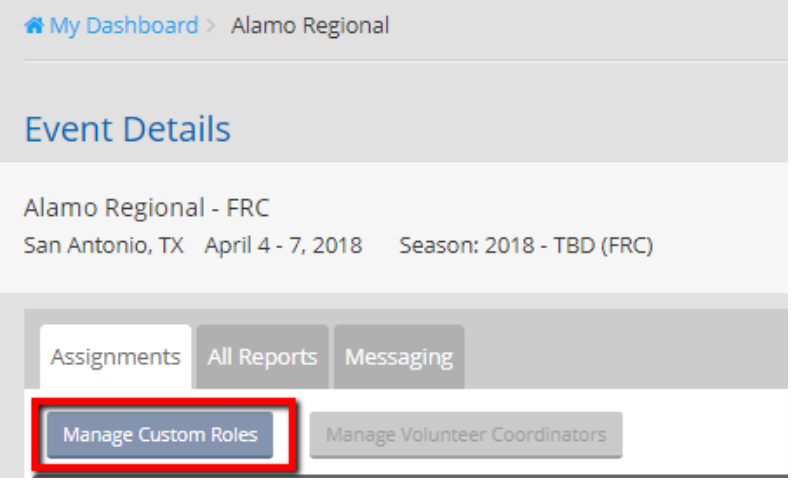
Return to your event to select 'Save Assignments and Notify' to send an email to the volunteer with their assignment details.

How to Make a Custom Role

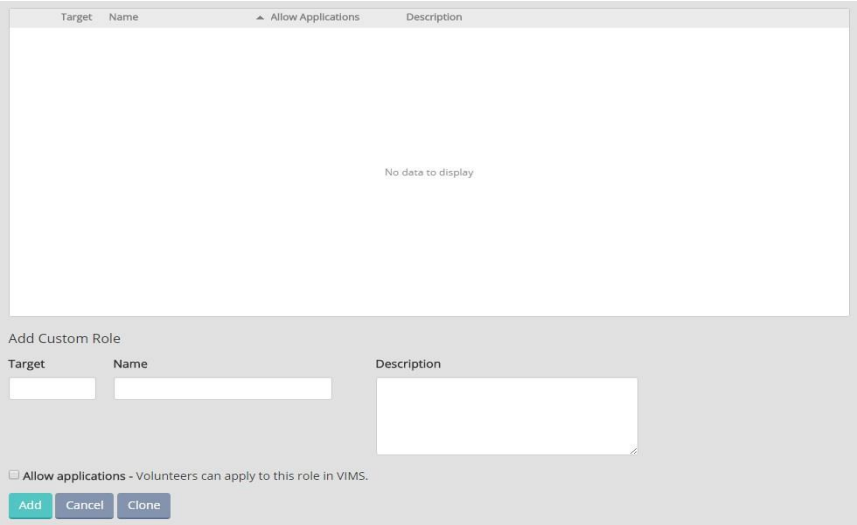
In VMS, you can create the roles you need for your event that are outside of the pre-populated roles recommended by Headquarters. It is important to record your volunteers' contributions so they can get credit if they are helping outside of the Headquarters defined roles.

Follow these steps to create a custom role:

- From the Dashboard, select an event.
- On the Event Detail page, click on the 'Manage Custom Roles' button when in the 'Assignments' tab.



- Add the following details to the custom role:
  - **Target Number**-How many individuals will you need for this role?
  - **Name**–Title of this role.
  - **Description**–What are the expectations of this role? Be sure to add the minimum age for the role. If no minimum age is listed, it will be assumed as 13, the minimum age to volunteer with *FIRST*.
  - **Allow Applications**–Would you like volunteers to apply for this role, or keep it hidden? You may want to keep the role hidden if you already know who you are assigning to that role.
- Click 'Add' to complete.



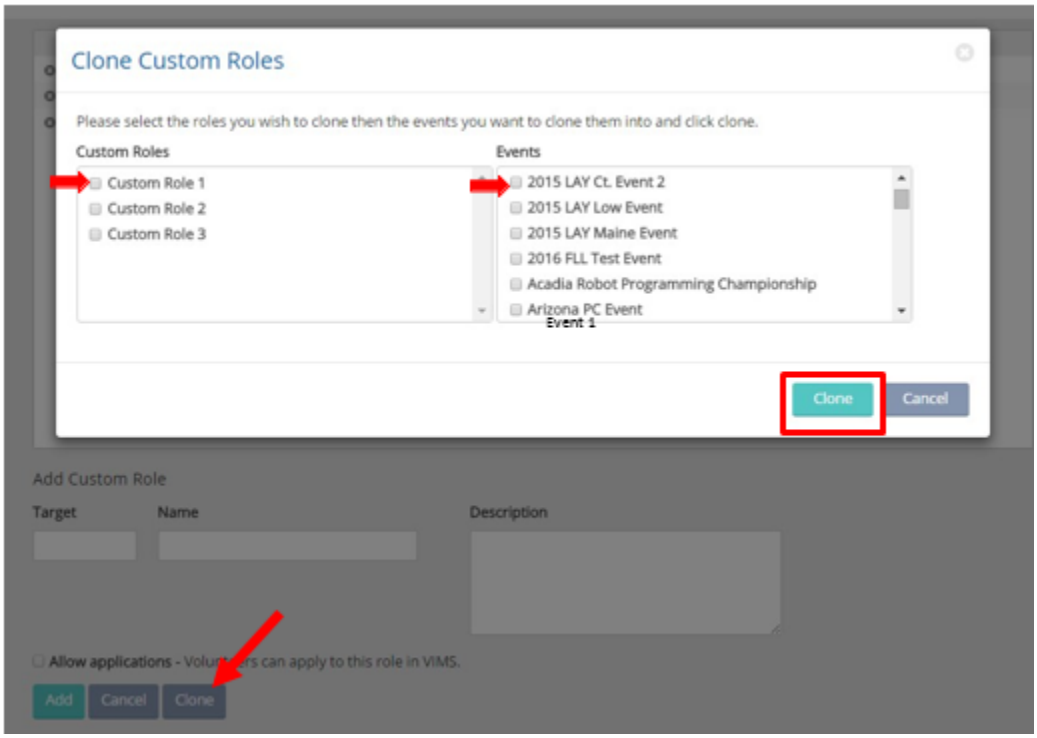
A green 'Success' pop-up will appear to indicate the role has been added.

If you need to edit a role after adding, click into the field on the screenshot above (target, name, allow applications, description) and make the changes directly.

Clone Custom Roles to Multiple Events

If you manage more than one event and the events have the same list of custom roles, you can save time by using 'Clone' feature to populate custom roles in all your other events.

- Select 'Manage Custom Roles.'
- Select the roles from the Custom Roles list.
- Select which events for which you would like to clone the custom roles.
- Click the 'Clone' button, and all custom roles, role description, and target quantities will appear in the events you selected.

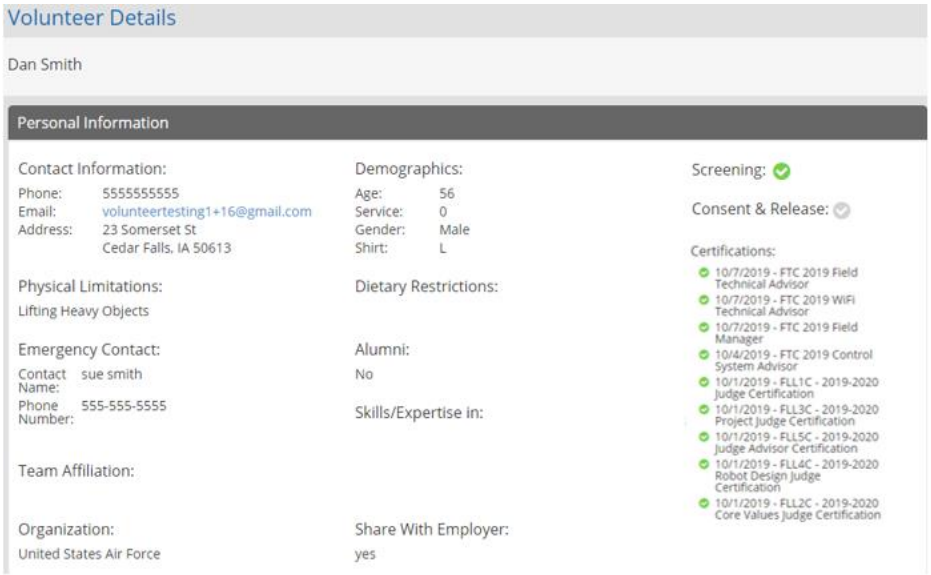


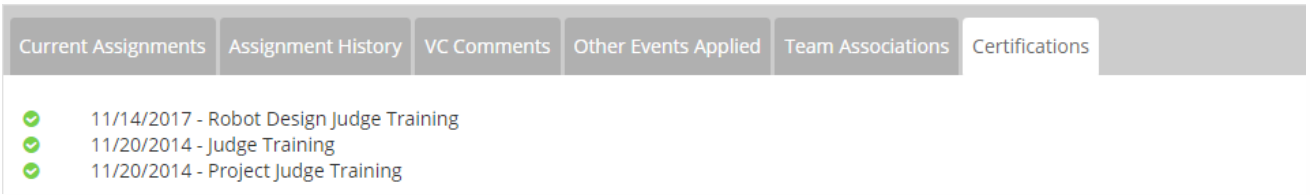
How to View Volunteer Training & Certification Results

Volunteer training & certification results can be viewed in the volunteer details page and in the Training & Certification report. Navigate to the Volunteer Detail page by using the Volunteer Search or by selecting a volunteer in the Unassigned Applicants/Role Scheduling area. Training and certification courses are role specific, as well as program specific.

- Completed training and certification courses for the current season can be seen on the 'Personal Information' area of the Volunteer Details page. They have a green checkmark, and the date of completion. Courses that are incomplete will have a gray checkmark.

- The certification tab on the bottom of the Volunteer Details page displays courses that are not tied to the current season.
- Volunteers access the courses via a link to the learning management system in their Volunteer Dashboard on firstinspires.org.



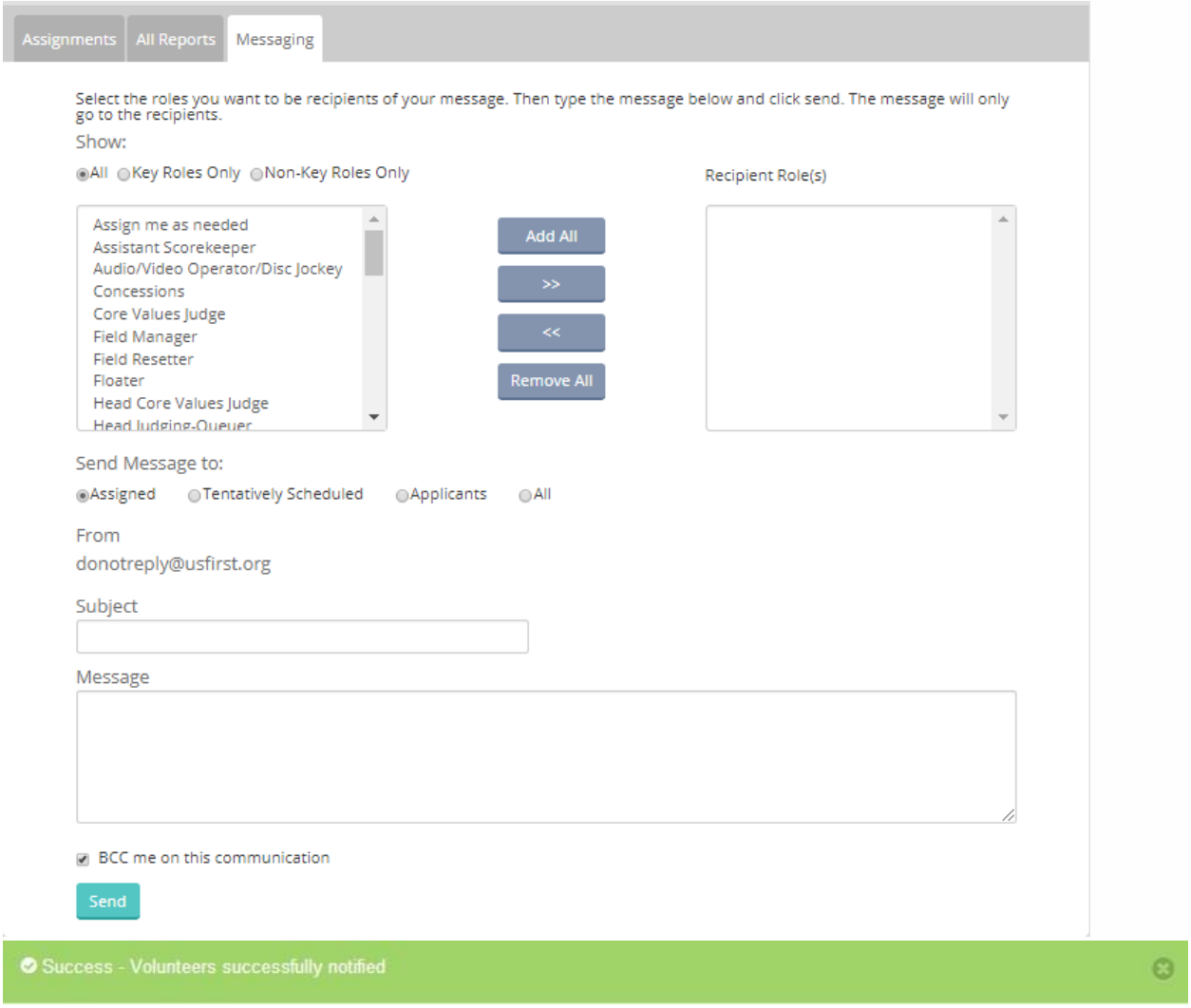


Messaging Volunteers

Use this feature to message groups of volunteers by role. You can message more than one role in a message. For contacting volunteers individually, use their contact information in the Volunteer Details.

On your Dashboard, select an Event.

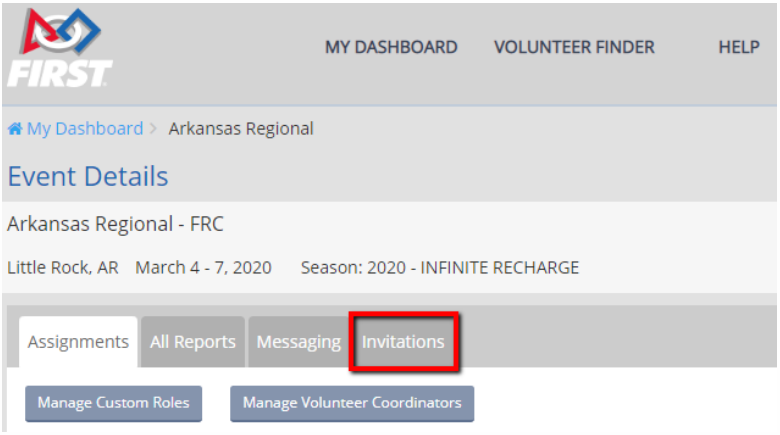
- Click on the 'Messaging' Tab
- Select the volunteer roles and add to the Recipient Role(s) box using the arrows. There are also 'add all' and 'remove all' options.
- Select the audience for the message:
  - Volunteers who have applied
  - Volunteers who have been assigned
  - Volunteers who are tentatively scheduled
  - All volunteers
- Enter a Subject Line and Message.
- Include your name and email address, as these are not automatically included and volunteers cannot directly respond back to the message.
- Once you click 'Send,' a green bar will appear to indicate the message has been successfully sent.



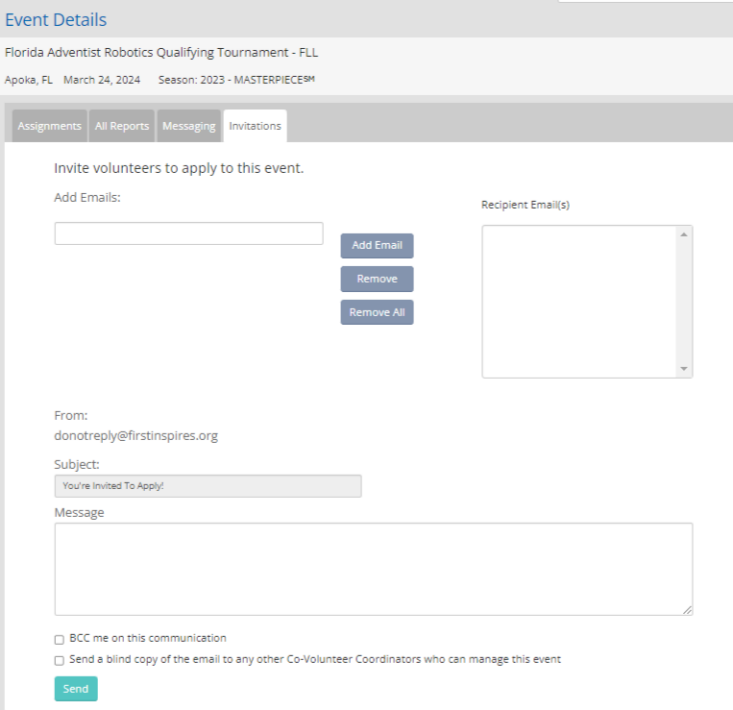
Invite Volunteers to Apply to Your Event

Volunteers can be sent an invitation to apply to a specific event. Invitations will be sent to the emails entered and to their firstinspires.org account. These invitations will include a link that will bring the volunteer directly to the application page for that event.

To send an invitation, select an event on your Dashboard, and then click on the Invitations tab.



Next, enter the email addresses for one or more people you would like to volunteer in the box on the left. Separate emails using a semicolon and no space. A personal message may be added to the invitation, such as including your contact details.



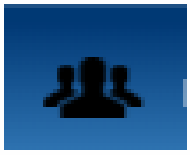
Here is a sample of the emailed invitation:

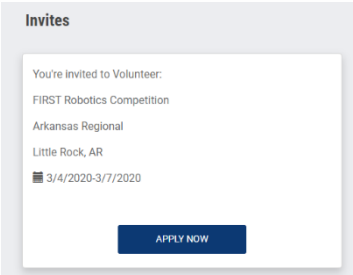
Hello,

You are invited to be a FIRST event volunteer at the following event:
Event Program: FRC
Event Name: Arkansas Regional
Event Dates: 03/04/2020 - 03/07/2020
Event Location: Little Rock, AR, USA
Volunteer Coordinator: Peter Pan
Volunteer Coordinator Email: volunteertesting1+10@gmail.com

Please click here to login or create an account to access your FIRST Dashboard. Then, click on the notification in your profile. This will bring you to the volunteer invitation, which has a link to the event application.

Volunteers will see a red notification popup near the people icon on the top right of their Dashboard. Here is an example of the notification volunteers will see in their *FIRST* account:

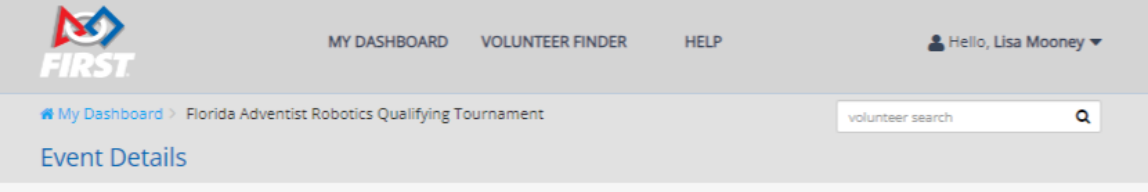




Search for a Volunteer

A volunteer must have a *FIRST* account and have applied to the event/program you are managing in the current season for their name to be found in your search. Volunteer Coordinators cannot search for volunteers from last season. To view last season volunteers, you can view the Previous Season Volunteers report or use the Volunteer Finder tab.

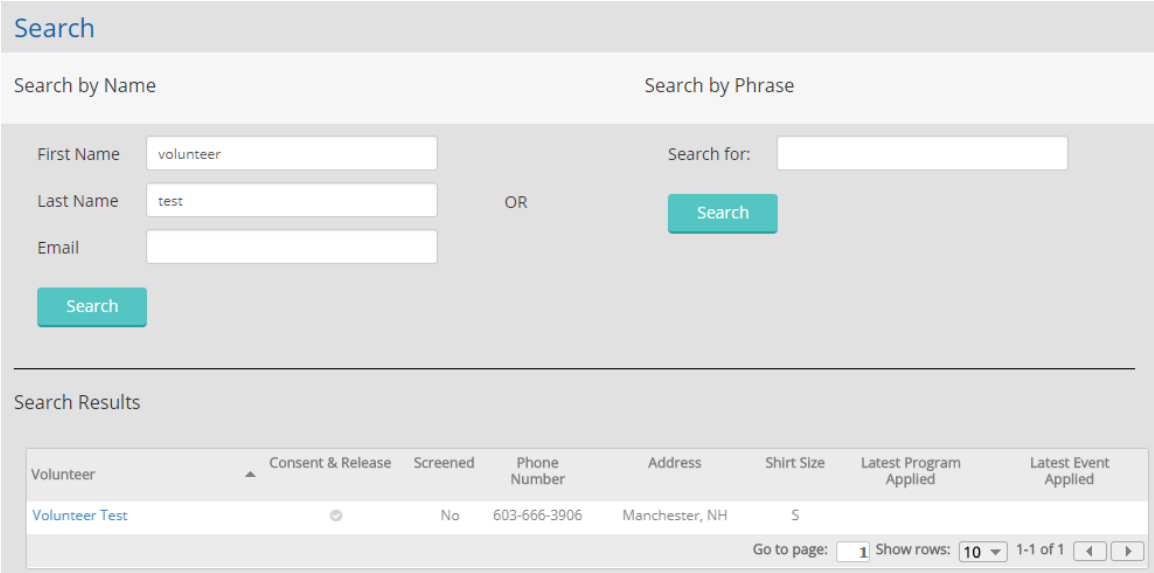
- The volunteer search field can be accessed at any time on the top right of the screen.



- Enter the name (First, Last, or both) or the email of the volunteer.

If the system requires more information, the screen below will appear to refine the search.

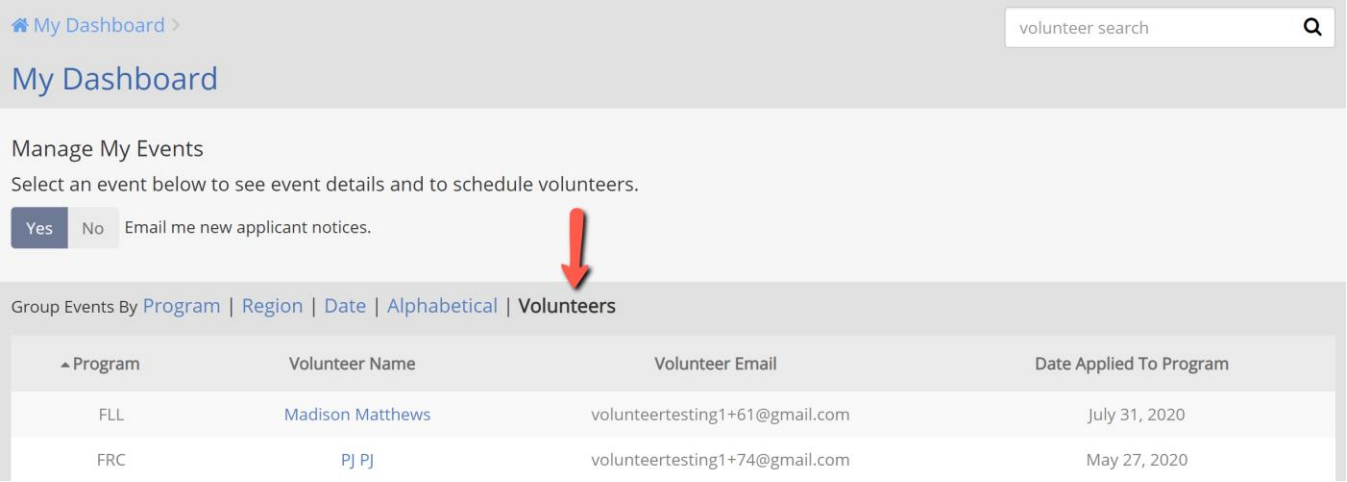
- The name you enter will automatically populate the “Search by Phrase” Field. Names matching this search will populate in the Search Results.
- Click on the volunteer name to view their details.



Volunteers who Apply to Program/Region

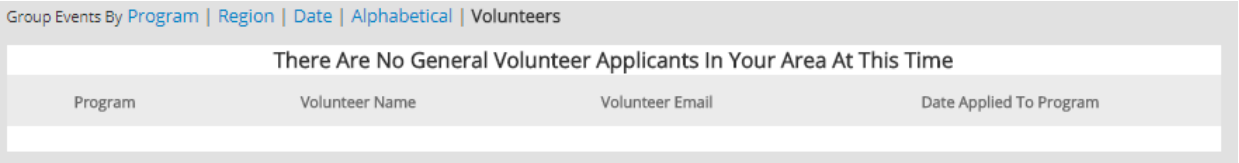
Volunteers have the option to ‘Apply to Program’ in Volunteer Registration instead of to a specific event. Volunteers can select any program(s) (FLL; FTC; FRC) they are interested in volunteering for. This will place their name on a list of volunteers available in your area. These volunteers can be contacted if you need roles filled for your event.

Volunteer Coordinators will only see names of those volunteers in the programs and region of their events. To view the volunteers on your list, go to your Dashboard. Click on the 'Volunteers' tab.



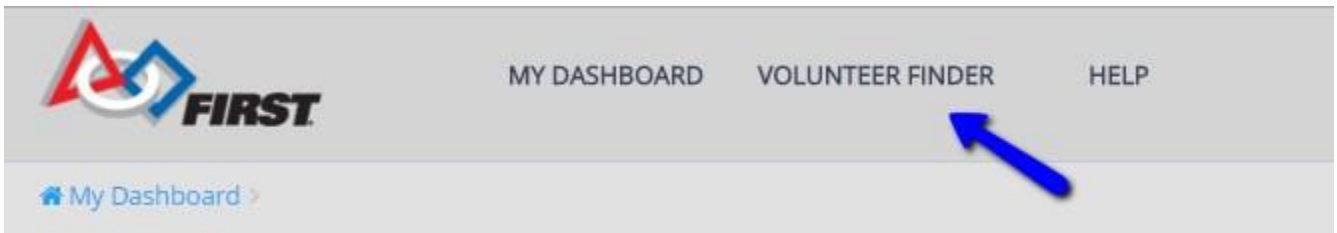
Each column can be sorted. Clicking on the volunteer name will bring you to their volunteer details page.

If no volunteers have applied to the program and region you are overseeing, you will see this message:



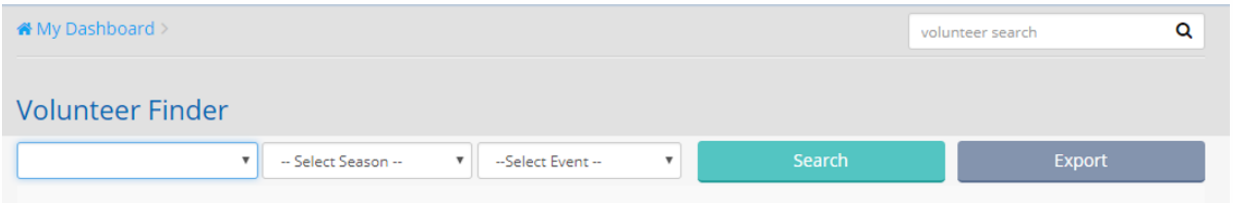
Find Previous Season Volunteers with the Volunteer Finder

The Volunteer Finder is intended to help find volunteers from previous seasons' events. Access to this information will vary depending on the role of the user. Typically, you will see previous season volunteers from your area even if you were not the Volunteer Coordinator during those seasons.



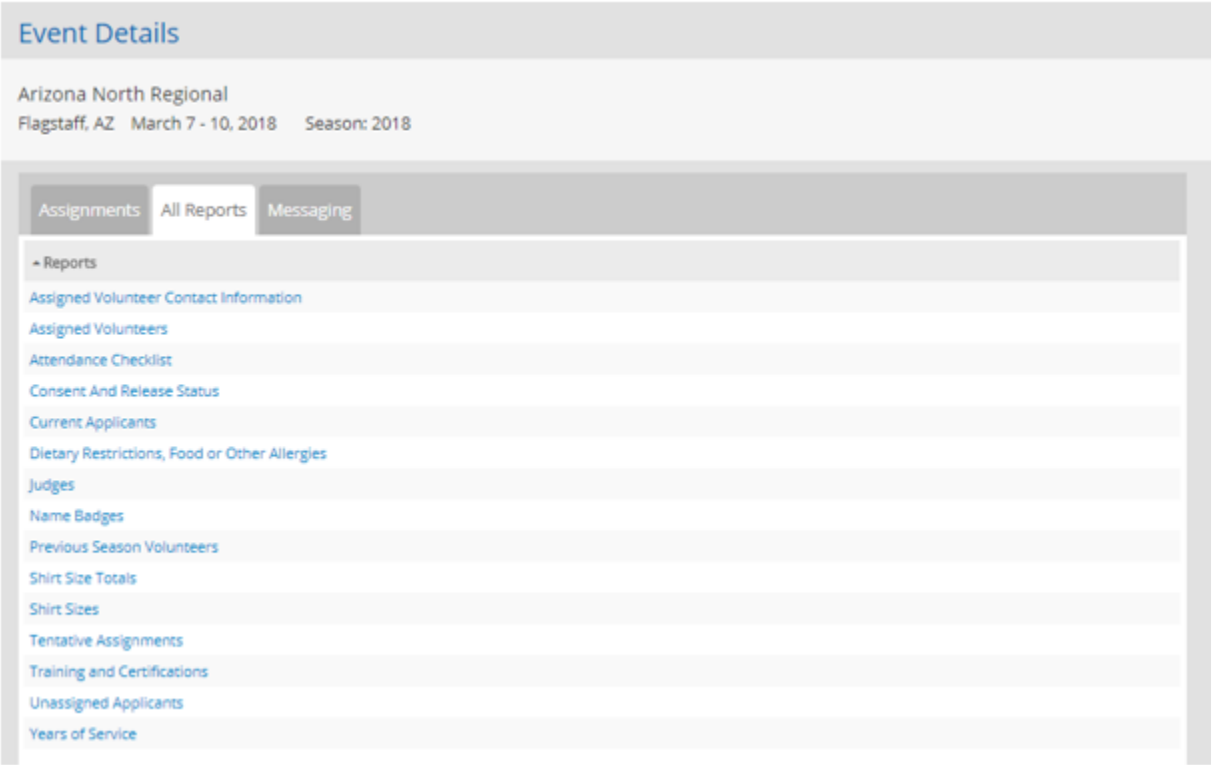
- Select 'Volunteer Finder.'
- Select a region, season, and event name.
- Click 'Search' after you make your selections to view a list of volunteers.

Please note, past Volunteer assignment information may not be available for all programs and years.

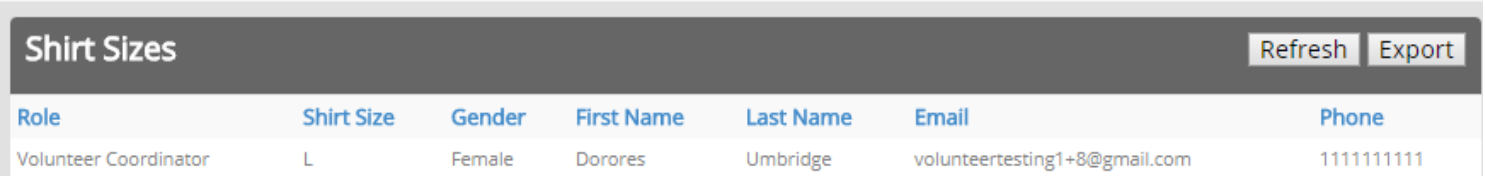


Reports

- Select an Event.
- Select the 'All Reports' Tab.
- Select the Report you would like to view.



- The Report you choose will populate on the screen.
- Select 'Export' to download the report as an Excel file.



Follow all *FIRST* Privacy Policy standards when downloading event reports to ensure data protection.

List of Reports and Descriptions

- Assigned Volunteer Contact Information: Assigned volunteer contact information.
- Assigned Volunteers: Information on all assigned volunteers for the event, including organization, alumni status, and team affiliation.
- Attendance Checklist: List of all assigned volunteers that can be used for onsite volunteer registration.
- Consent And Release Status: Display the status of the consent and release form (accepted or incomplete).

- Current Applicants: All volunteers who have applied to the event, includes unassigned and assigned volunteers.
- Dietary Restrictions, Food or Other Allergies: List of dietary concerns for all volunteers.
- Judges: All assigned judges for the event.
- Name Badges: First name, last name, pronouns, and roles for all assigned volunteers. (Does not create badges.)
- Previous Season Volunteers: Volunteers who were assigned at the same event last season.
- Shirt Sizes: List of assigned volunteers with their role and shirt size.
- Tentative Assignments: Volunteers who are tentatively assigned for the event and have not been notified.
- Training and Certifications: Training and Certification results for assigned volunteers.
- Unassigned Applicants: Volunteers who have applied to the event but are not assigned.
- Years of Service: List of volunteers' years of service and total number of events volunteered.

How to Assign a Volunteer Coordinator

Volunteer Coordinators are individuals selected by Program Delivery Partners to recruit, assign, communicate with, train, and manage volunteers. This role can be a volunteer role itself or completed by a paid party. This role can be done by one or more individuals and must be assigned for each event.

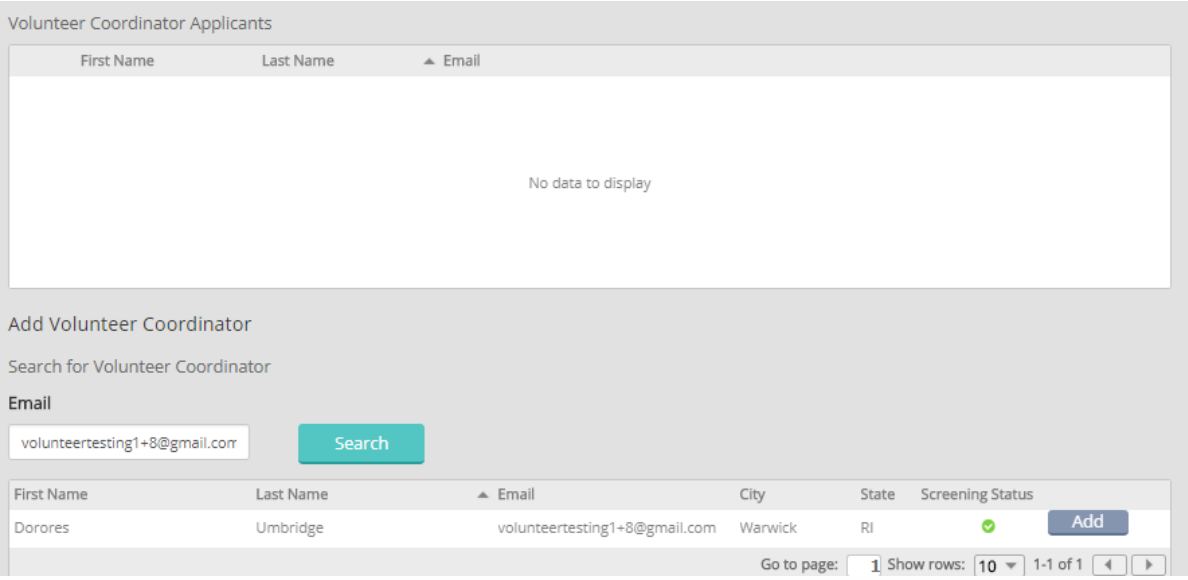
Note: Volunteer Coordinators for *FIRST* Robotics Competition events can only be assigned by *FIRST* Headquarters. For all other programs, Program Delivery Partners will make the Volunteer Coordinator assignments in VMS. Volunteer Coordinators must be assigned to each event individually.

Prior to Assigning the Volunteer Coordinator

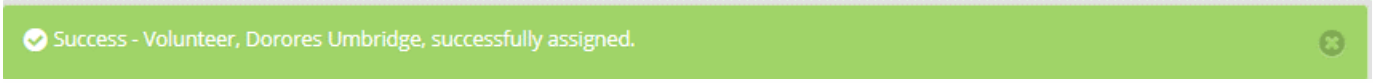
- The Volunteer Coordinator must have an active *FIRST* account and have valid youth protection screening.
- The Volunteer Coordinator must have applied to the event (or any event that you are managing).

Assigning the Volunteer Coordinator

- From Dashboard, Select an Event.
- On the Event Details Page, click 'Manage Volunteer Coordinators'.
- If they have not already applied, you can search for the individual by email address.



- Click “Add”.
- A green bar indicating your Volunteer Coordinator has been successfully added will appear.



- The First Name, Last Name and email will appear in the Volunteer Coordinator list.

After you have Assigned your Volunteer Coordinator

Email your Volunteer Coordinator stating they now have access to the Volunteer Management system. Include the link to login: https://my.firstinspires.org/VMS/Login.aspx

- The Volunteer Coordinator will be able to access this system with the same Email/Password they use for Volunteer Registration.
- Please direct your Volunteer Coordinator to contact volunteer@firstinspires.org with any questions or concerns.

If Volunteer Coordinators need to Assign Other Volunteer Coordinators

Only Partners and HQ staff can assign Volunteer Coordinators. Please contact your local area partner or program director for further assistance.

How to Report a Bug

There are two ways to report a bug in VMS.

- Complete the online form: http://www.firstinspires.org/vims-and-vms-issue-reporting-form
    - The form is also located on the VMS Landing Page under ‘Report an Issue.’
- Email volunteersystems@firstinspires.org.

Please add all details and include screenshots if appropriate.

Trouble Shooting/Known Bugs

Here are some common issues you may encounter:

- On your event management page on the Dashboard, you may see you have new applicants, but when you open the event details page, there are no new applicants.
    - This is a known bug we are working to resolve.
    - The details within the event saying there are no new applicants is the correct information.
    - Thanks for your patience as we resolve this.

Additional Resources

Additional volunteer resources are available in the Resource Library on the *FIRST* website. Please be sure to share resources with your volunteer coordinator.

- VMS Tutorial Videos
- General Volunteer Resources
- *FIRST* Volunteer Handbook
- Volunteer Registration User Guide
- Event Volunteers – Position Descriptions
    - FLL Explore
    - FLL Challenge
    - FTC
    - FRC
- *FIRST* Privacy Policy
- volunteer@firstinspires.org