



Wildlife Rehabilitation Society of Saskatchewan

Volunteer Portal: Getting Started

## Table of Contents

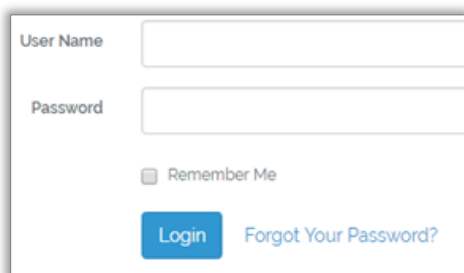
Welcome to the Volunteer Portal .....	1
1. Logging into the Portal .....	1
2. Your Volunteer Profile .....	2
3. Schedule a Volunteer Shift .....	2
4. Viewing the Contact Lists .....	3
5. Hotline Dashboard.....	4
6. Call Log Form.....	5
7. Documents.....	6
8. Conclusion .....	7
9. Contact Information.....	7

# Welcome to the Volunteer Portal

Congratulations on joining the WRSOS Volunteer Team! A key part of your volunteer experience will be online, on our Volunteer Portal. This is where we keep all our information so that we can efficiently manage our wildlife cases, volunteers and statistics. Please review the following guide to getting started!

## 1. Logging into the Portal

**To get started**, you'll need to set your password. To do this, go to the login page <http://wrsosvolunteers.ca/login> and click '[Forgot Your Password?](#)'. This will allow you to set your own personalized password.



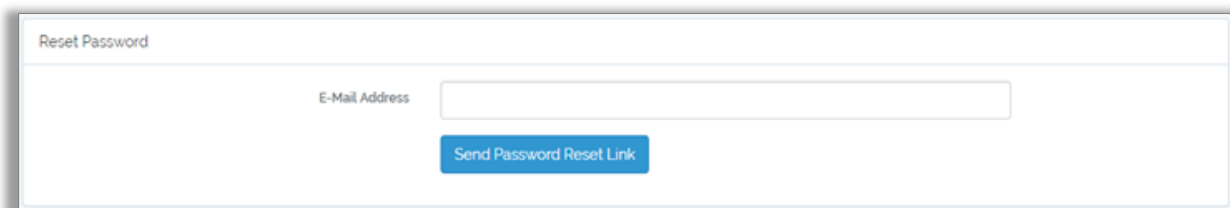
User Name

Password

☐ Remember Me

[Login](#) [Forgot Your Password?](#)

Once you click on the "[Forgot Your Password?](#)" link, provide your email address (that matches what you gave us on the Volunteer Application) and you'll receive a link to your email to reset your password (check your inbox and junk mail, just in case).

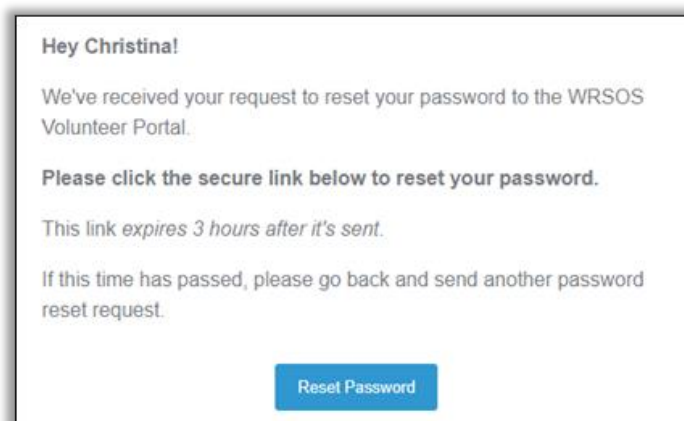


Reset Password

E-Mail Address

[Send Password Reset Link](#)

This is the email you'll receive. You can click on the [Reset Password](#) link ...



**Hey Christina!**

We've received your request to reset your password to the WRSOS Volunteer Portal.

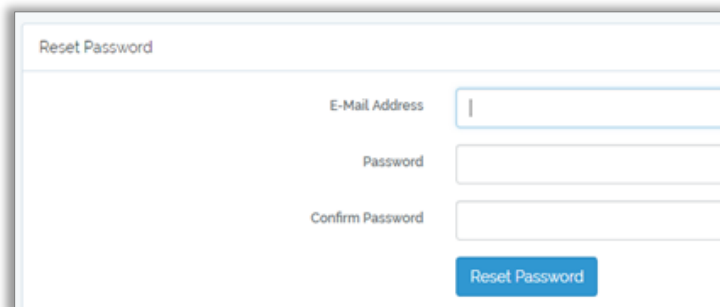
**Please click the secure link below to reset your password.**

*This link expires 3 hours after it's sent.*

If this time has passed, please go back and send another password reset request.

[Reset Password](#)

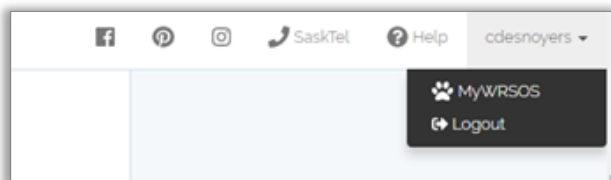
... to choose a new password, as shown below.

A screenshot of a 'Reset Password' form. It has a title bar 'Reset Password'. Below it are three input fields: 'E-Mail Address', 'Password', and 'Confirm Password'. At the bottom right is a blue button labeled 'Reset Password'.

And voila! You're ready to go! **Now you'll be able to log in with the password you just chose!**

## 2. Your Volunteer Profile

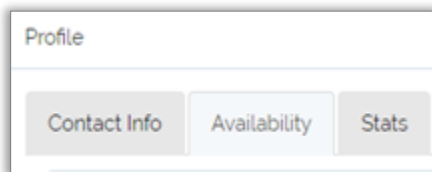
On the top right of the website, you'll see your username. If you click it, you'll see two options: **MyWRSOS** where you'll find your profile and personal schedule, and the **Logout** button.



Within your **MyWRSOS** profile, you'll be able to update your contact information and add more details, such as Notes about your interests or availability. Be sure to **Save** changes!

## 3. Schedule a Volunteer Shift

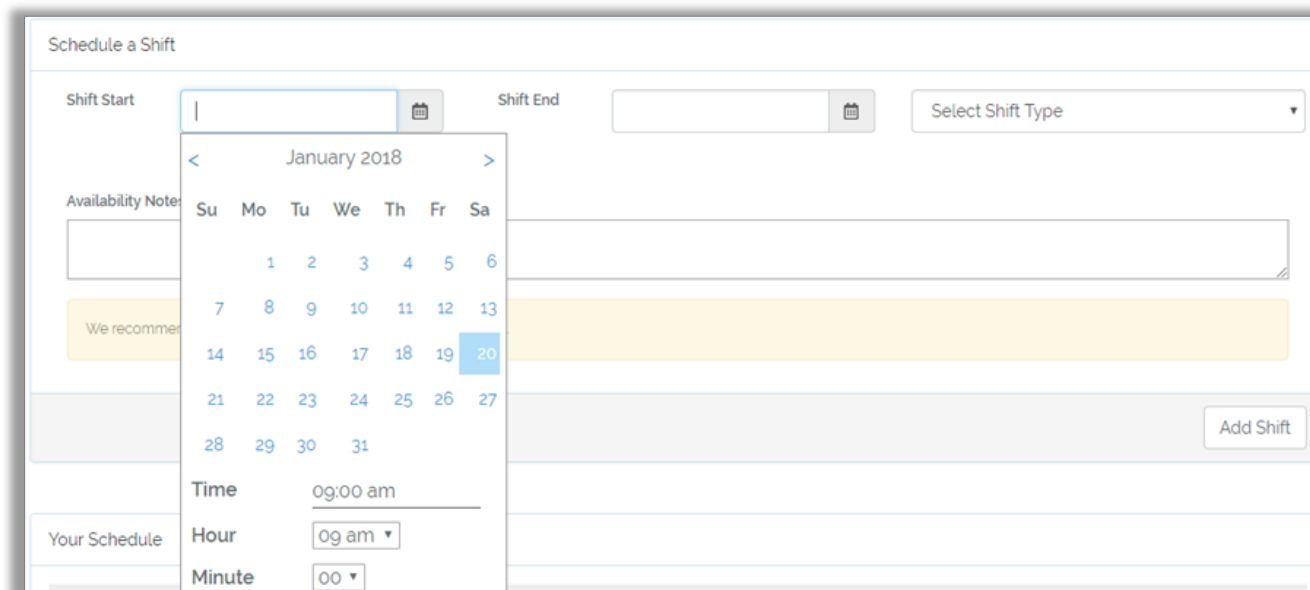
To schedule a shift, go to your **Availability** tab, which shows your personal schedule. Any changes made here, such as adding or removing a shift, will be reflected on the **Home** page group calendar.



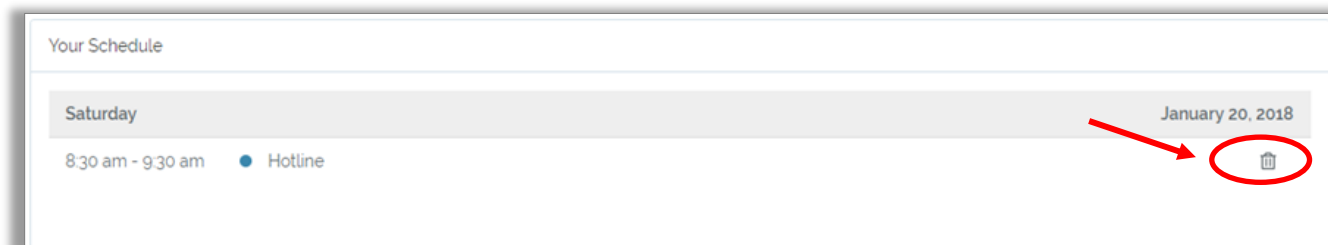
Shift minutes are either :00 or :30, so we can have shifts that start or end on the half hour. Select a **start time** and **end time**, then select the **shift type**: Hotline or Rescue. Then click **Add Shift**.

## Volunteer Portal Guide

Done! You've scheduled yourself a shift, which will show up on ***Your Schedule*** and the group calendar for everyone to see.

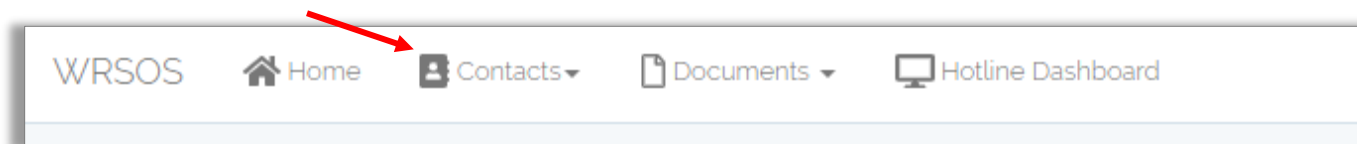


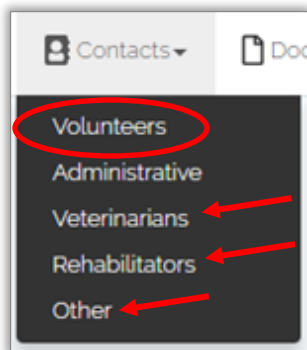
Once you **Add Shift** to your schedule, you'll see it listed in ***Your Schedule***. If you change your mind you can click the **Delete** button (the garbage can on the right) to remove it from your schedule.



### 4. Viewing the Contact Lists

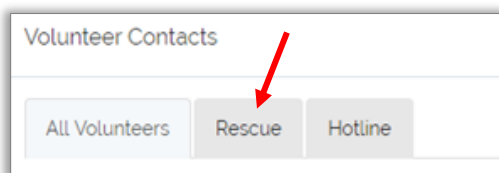
Now, back to the top Navigation Bar. If you click on ***Contacts***, you'll find a few options.





While managing the Hotline, your most useful link will be the **Volunteers** and the **Other** lists.

The **Volunteers** link will provide you with a list of all our Rescue and Hotline volunteers, with their contact information. You will need to determine who to contact for a rescue through this list.

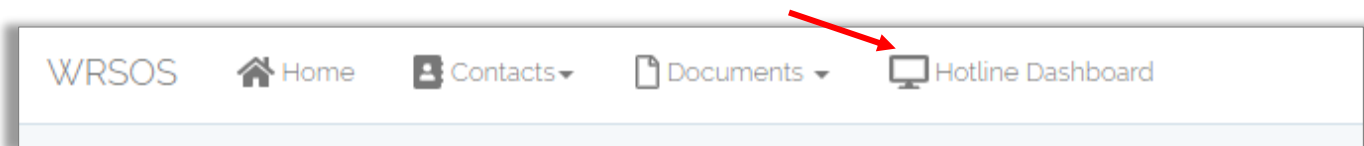


**Other** contacts include specialists that you may need to consult.







Contacting our licensed Wildlife Rehabilitation facilities and our target veterinary clinics may also be necessary during your shift, if you have a call about an animal that needs specialized care. This information can be found on the **Veterinarians** and **Rehabilitators** lists.

## 5. Hotline Dashboard

...Ok, back to the Navigation Bar again!



On the **Hotline Dashboard** page, you'll find our Call Log. It'll be sorted with **Open Calls** first at the top of the list, then by date with the newest on top.

Call Log									Add Call	
Status	Open Date	Location	Animal	Hotline Volunteer	Rescue Volunteer	Responder Type	Solution Type	Actions		
Open	12/03/2017 5:56 pm	Coleville	Great Horned Owl	Sheri Hodgson	Danae Roberts	Volunteer	Unknown	 		
Open	12/17/2017 6:43 pm	Alta Vista	Canada Goose	Ryan Peterman	Jim Elliott	Volunteer	Left in Wild	 		
Closed	08/23/2016 3:50 am	Delcote	Striped Skunk	Adam Borczyk	Andrea Kuntz	Rehabilitator	Rehabilitator	 		

Here, you will be able to add calls as you take them by clicking on the **Add Call** button on the top right of the Call Log. The Call Log form will open, providing you fields to fill out the relevant details about the call. Be sure to **Save** once you are finished completing the form.

You can **Save** your call entry as still Open and go back later to edit it with updates. At the end of each row you'll see **Actions** buttons. You can click the blue **Edit** button to access the form for that specific call and make any updates as needed. Remember to **Save** any changes you've made.

If you make an error or a duplicate record and need to delete it, please let our Hotline Coordinator know, and one of our Administrators will delete it.

## 6. Call Log Form

Here are some Call Log form features:

- The date/time is on a single calendar. You can click the **Now** button and it'll set the date and time to reflect the current data and time. Alternatively, you can select a date or time yourself.

Create Call Log

Call Info

Call Type:

Select Call Type

Call Status:

Open

Species:

Species

Situation:

Caller Info

First Name:

First Name

Phone Number:

Phone Number

Opened Date/Time

January 2018

Su

Mo

Tu

We

Th

Fr

Sa

1

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23

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25

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31

Time

12:00 am

Hour

12 am

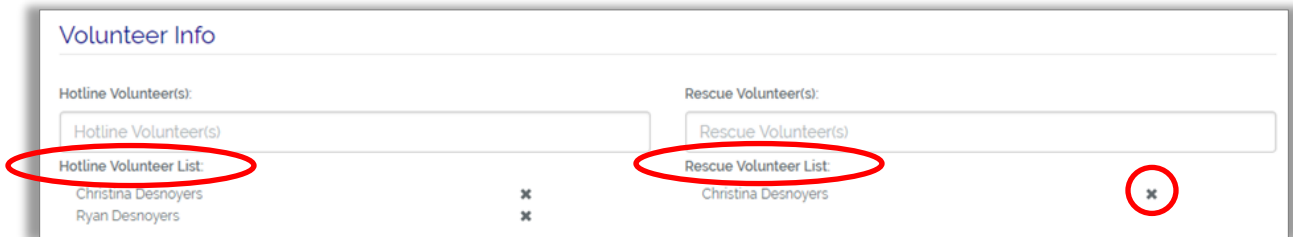
Minute

00

Now

Done

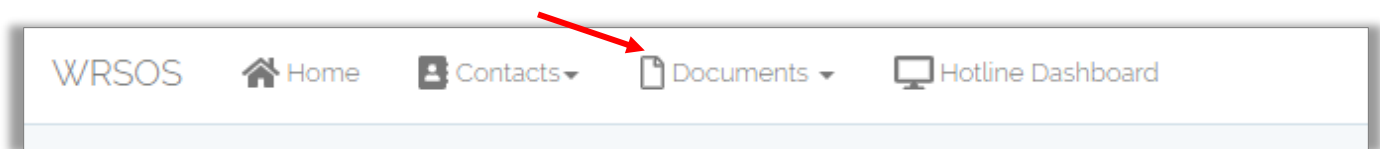
- **Call Type** and **Opened Date/Time** are required; you won't be able to save without that information.
- When you search for a volunteer, start typing the name, and then click on the volunteer from the drop-down options. Once you click the name, the volunteer will show up in your list (either your **Hotline Volunteer List** or **Rescue Volunteer List**).
- If there is more than 1 volunteer assigned to a call, you can continue to search and click on volunteers to keep adding them to the list.
- If you make a mistake, the **X** will remove the person from the list.
- Note: Only the first volunteer on this list will show up in the Hotline Dashboard table.



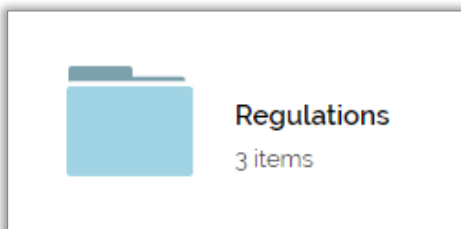
The screenshot shows the 'Volunteer Info' section with two columns: 'Hotline Volunteers(s):' and 'Rescue Volunteers(s):'. Each column has a search input field and a list below it. In the 'Hotline Volunteers(s):' column, the 'Hotline Volunteer List:' is circled in red, showing 'Christina Desnoyers' and 'Ryan Desnoyers' with 'X' icons to the right. In the 'Rescue Volunteers(s):' column, the 'Rescue Volunteer List:' is circled in red, showing 'Christina Desnoyers' with an 'X' icon to the right. A red circle with an 'X' is also visible at the end of the 'Rescue Volunteer List:' row.

## 7. Documents

Back to the Navigation Bar, one last time. You may need to refer to our **Documents** section for informative sources of information. Here, you'll find this guide and other relevant volunteer documents (Volunteer Agreement, Volunteer Manual, Mileage Claim form, etc.).



You will also find helpful information about Provincial or Federal regulations that you may need to review while managing certain cases through the Hotline.





### 8. Conclusion

**Thank you** for taking the time to review this guide. We hope that it'll help you get started on our Volunteer Portal. There are more features on the website that you may explore on your own, however the areas described in this guide show what you'll need to become familiar with for your Hotline shift. It may seem like a lot right now, but in no time, you'll be zipping through!

Please feel free to contact our Hotline Coordinator if you need any help.

### 9. Contact Information

For any technical issues, please contact our technology team: [help@wrsos.org](mailto:help@wrsos.org)

For any guidance, please contact our Hotline Coordinator: [hotline@wrsos.org](mailto:hotline@wrsos.org)