



# Better Impact Volunteer User Guide

## **Table of Contents**

[What is Better Impact?](#)

[Log In](#)

[The Dashboard](#)

[Updating your Profile](#)

[Logging Hours](#)

[Viewing your hours](#)

[Contacting Volunteer Services](#)

[Using the Better Impact App](#)

[Logging Hours on Better Impact App](#)

[Thank you! Questions?](#)

## What is Better Impact?

Better Impact is the Volunteer Management System (VMS) that Multnomah County Library uses to maintain volunteer records and communicate with our volunteers. It is like a database but can do so much more.

Our goal is to make it easier for you to access your volunteer information, express interest in new library volunteer opportunities, log hours for volunteer service, and access training.

If you have any questions about this information please contact Library Volunteer Services at [libvols@multcolib.org](mailto:libvols@multcolib.org) or 503.988.5731.

## Log In

When you want to log in to Better Impact, you need to open your internet browser and go to [www.myimpactpage.com](http://www.myimpactpage.com). This is the volunteer portal for Better Impact.

We recommend that you bookmark this page so you can easily find it again. This is where you enter your personal username and password.

myImpactPage.com

### MyImpactPage.com - Login

<b>Login</b>	<b>Privacy Policy</b>
Username <input type="text"/> ™ Usernames are not case sensitive.	Information contained here is only visible to you and the specific organization(s) with which you are associated. It will neither be disclosed to any other party nor used for any other purpose. <a href="#">Click here to view the complete MyImpactPage.com privacy policy.</a>
Password <input type="text"/> ™ Passwords are case sensitive.	
<a href="#">Forgot your username or password?</a> <input type="button" value="Login"/>	


**Note:** If you are logging in for the first time with a username and password sent to you from Library Volunteer Services, you will be asked to create a new password.

# The Dashboard



Home

[Log Out](#) [? Help](#)



**Welcome**  
**Library Volunteer**  
[Edit My Profile](#)

VOLUNTEER HOURS		
This Week	This Year	Lifetime
0	2	2

Library

About Multnomah County Library

**Our Mission:** Empowering our community to learn and create

[Multnomah County Library website](#)

Files

• [Volunteer Handbook](#)

Log in to view your dashboard. This home page contains the following tabs:

**Opportunities:** Express interest in a new volunteer opportunities or sign up for volunteer shifts when they are available.

**Schedule:** View your schedule and current volunteer assignments. This feature is not yet available. We will send instructions when this feature is up and running.

**Hours:** Log and view hours. You can also view your total hours on the dashboard.

**Reports:** View and print a report of your hours.

**Contact:** Contact Library Volunteer Services directly through the site.

**My Profile:** Your personal information section.

**Pro tip:** Help is located below the My Profile tab and has access to many how-to topics and videos to help you use this software.

# Updating your Profile

To build and edit your profile, go to the My Profile tab. If your profile was imported into the database, this information will be automatically inserted. Please review your contact information and check for errors.

Multnomah County  
**Library**

HOME OPPORTUNITIES SCHEDULE HOURS CONTACT MY PROFILE

My Profile - Contact Information [Log Out](#) [? Help](#)

Contact Information Save

name fields

Username

Salutation

Legal First Name

First Name

Middle Name

Last Name

Suffix

address

Address line 1

Update Photo

LIBRARY VOLUNTEER  
205 NE Russell Street  
Portland OR 97212  
USA

Subscriptions

EMAIL **You are not subscribed to email reminders**  
 Subscribe to Weekly Schedule Reminders

CALENDAR

Themes

This is where you can update your information at any time. If you click or hover your mouse over where it says MY PROFILE, you can access the following information on your profile:

**Contact information:** Please keep all information current.

**Subscriptions:** Sign up to get weekly schedule reminders by e-mail.

**Additional info:** This is where you can add information about yourself, including emergency contact information. Please confirm your emergency contact information when you log in for the first time, and keep this information current.

**Qualifications:** This section indicates any position-specific qualifications you have to sign up for a volunteer position. (For example, if you have passed a criminal record check.)

**Change Password:** Allows you to change your password at any time

**Goals:** Set personal hours goals for yourself

**Interests:** Specific areas you are interested in

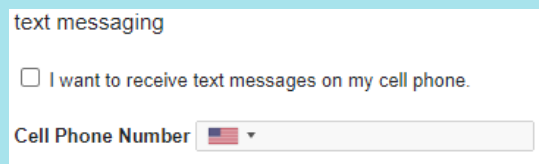
**Availability:** Indicates what days and times you are available

**Adding a photo:** While not required, you are encouraged to upload a photo into your profile. It helps library staff to be able to associate names and faces. To upload a photo:

- Click the “update photo” button located along the right side of the page while you are on the My Profile section.
- Select a photo in .jpg, .gif, or .png format and click “open”.
- Click the “upload selected photo” button.


**Changing your password:** You can change your password at any time by simply selecting “Change Password” from the drop-down menu in “My Profile”.

**Pro tip:** Want text message notifications and reminders from your Volunteer Coordinator? Opt-in at the bottom of the contact information page by clicking on the box and adding your cell phone number.



text messaging

I want to receive text messages on my cell phone.

Cell Phone Number  ▼

# Logging Hours

All library volunteers will be asked to log their volunteer hours on Better Impact. We are no longer using paper timesheets. Here is the step by step instructions for how to log your hours.

Click on the Hours tab on your profile.

The screenshot shows the 'Log Hours' page in the Better Impact system. At the top, there is a navigation bar with tabs: HOME, OPPORTUNITIES, SCHEDULE, HOURS (highlighted with a yellow arrow), and CONTACT. To the right of the navigation bar is a 'MY PROFILE' dropdown menu. Below the navigation bar, the page title is 'Hours'. On the right side of the page, there are links for 'Log Out' and 'Help'. The main content area is titled 'Log Hours' and contains a form. The form has a section for 'Activity' with a dropdown menu. The dropdown menu is open, showing a list of activities: 'Please select an activity', 'Belmont Library Branch Assistant', and 'Central Library Branch Assistant'. A yellow arrow points to the dropdown menu. Below the dropdown menu, there are two 'Save' buttons and a 'Save and Log' button. The 'Date Volunteered' field is also visible.

Click on the “Please select activity” pulldown menu to find an activity to log. If you are not seeing the activity, you can click on the active tab to see what activities are assigned to your profile.

If you volunteer for our Adult Literacy program and another library volunteer program, you will notice that you have to choose “Library: Adult Literacy” where it says organization to log hours specifically for that program. All of your other volunteer assignments will be visible under the Library organization. If you volunteer for another organization that uses Better Impact as its volunteer management software you will also need to choose the appropriate library-specific organization to log your library hours.

**Note:** Can't find your volunteer activity in the list? Contact Library Volunteer Services [libvols@multcolib.org](mailto:libvols@multcolib.org) or 503.988.5731 so that we can add the activity to your profile.

Once you have selected the activity you are logging hours for, enter the date volunteered and the number of hours and minutes.

HOME OPPORTUNITIES SCHEDULE HOURS CONTACT MY PROFILE

### Hours


[Log Out](#) [Help](#)

#### Log Hours

Activity Show these activities Recent Active Inactive  
Branch Assistant

Date Volunteered 11/21/2022 Hours 2 Minutes 0

Save and Log



Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Logged volunteer hours will show up at the bottom of this page.

HOME OPPORTUNITIES SCHEDULE HOURS REPORTS CONTACT MY PROFILE

### Hours


[Log Out](#) [Help](#)

#### Log Hours

Activity Show these activities Recent Active Inactive  
Please select an activity

Date Volunteered 11/21/2022 Hours 0 Minutes 0

Save and Log Another Save



#### Most Recent Entries

ACTIVITY	HOURS	DATE VOLUNTEERED	DATE CREATED	STATUS	ACTIONS
Belmont Library - Branch Assistant	2:00	11/1/2022	11/21/2022	Approved	<a href="#">View</a>

# Viewing your hours

To view your volunteer hours, click on the Reports tab. From this page, you can see your hours recorded by month, year, and lifetime.

Multnomah County  
**Library**

HOME OPPORTUNITIES SCHEDULE HOURS **REPORTS** CONTACT MY PROFILE

Reports [Log Out](#) [? Help](#)

**Lifetime Hours**      **2022 Hours**  
2.00                      2.00

Hours Over the Past Year

Month	Hours
Dec	0.00
Jan	0.00
Feb	0.00
Mar	0.00
Apr	0.00
May	0.00
Jun	0.00
Jul	0.00
Aug	0.00
Sep	0.00
Oct	0.00
Nov	2.00

**HOURS**

DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00

**Pro tip:** If you logged hours as a volunteer prior to when we started using Better Impact, your prior hours have been logged in one lump sum on 10/31/2022 under historical hours.



To see a more detailed view of your volunteer hours, click on the View Report button under the Detailed Hours Report section. Select a date range to view. You can also click on Export Report and your Detailed Hours Report will be displayed as a PDF to download or print.

**Detailed Hours Report**

Paper Size: Letter ( 8.5 x 11" )  
Date Range: 1/1/2022 - 11/21/2022  
Sort: Activity name

[Export Report](#) [View Report](#)

**Volunteer, Library**  
Volunteer Hours Details: 1/1/2022 - 11/21/2022

<b>Organization:</b> Library		
<b>Phone:</b> 503-988-5731		
<b>Email:</b> libvols@multcolib.org		
Date Volunteered	Activity	Hours
11/1/2022	Belmont Library - Branch Assistant	2.00
<b>Total Hours</b>		<b>2.00</b>

Generated by: www.BetterImpact.com on 11/21/2022 Page: 1/1

## Contacting Volunteer Services

Choose the Contact tab and send us your questions. We will do our best to respond to you within 48 hours! You can also reach us by email at [libvols@multcolib.org](mailto:libvols@multcolib.org) or by phone at 503.988.5731.

HOME OPPORTUNITIES SCHEDULE HOURS REPORTS **CONTACT** MY PROFILE

Contact [Log Out](#) [? Help](#)

Send an Email

TO:

SUBJECT:

MESSAGE:

# Using the Better Impact App

Your volunteer account can be used using your smartphone through the free My Impact app!

The My Impact app can be downloaded for both Android and Apple phones (search for “My Impact” or “Better Impact” in your app store) or [click here](#) for app store links.

Once you have downloaded the app to your device and opened the app, you will see a login screen. Enter the same username and password you use when you log in using a computer.

### My Impact Login

**Username**

Usernames **are not** case sensitive.

**Password**

Passwords **are** case sensitive.  
[Forgot your username or password?](#)  
[Don't have an account?](#)

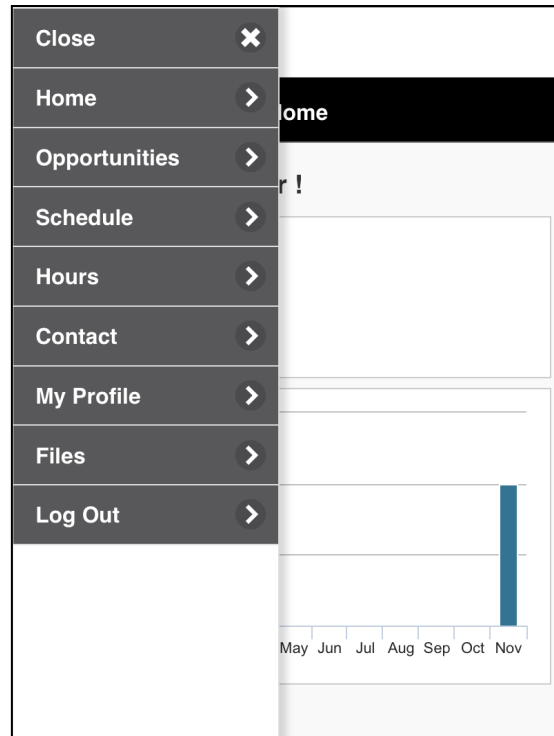
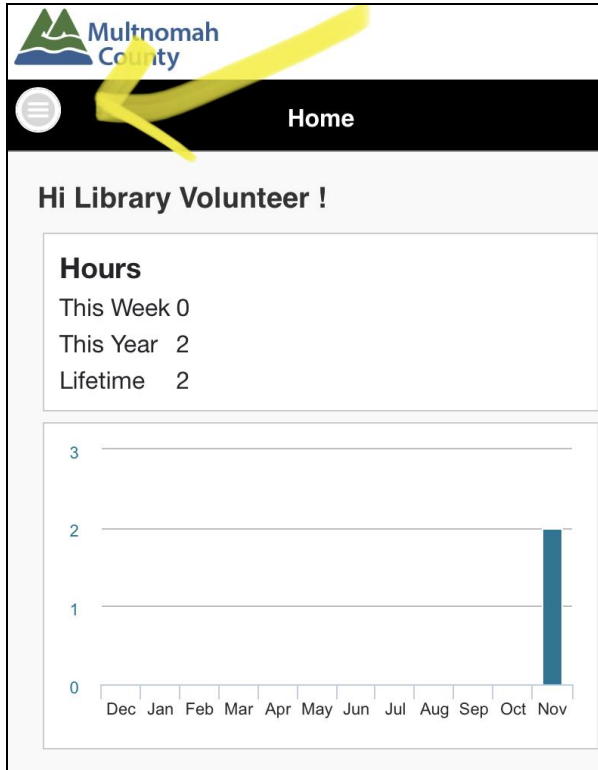
Remember my Username and Password.

**Login**

**Privacy Policy**

Information contained here is only visible to you and the specific organization(s) with which you are associated. It will neither be disclosed to any other party nor used for any other purpose. [Click here to view the complete MyImpactPage.com privacy policy.](#)

In the app, there are 7 options available from the menu (3 lines on the top left under the logo): Home, Opportunities, Schedule, Hours, Contact, My Profile, and Files.



**Home:** Allows you to view your hours and any news

**Opportunities:** Express interest in volunteer opportunities or sign up for shifts

**Schedule:** View your schedule and current volunteer assignments

**Hours:** View and log hours

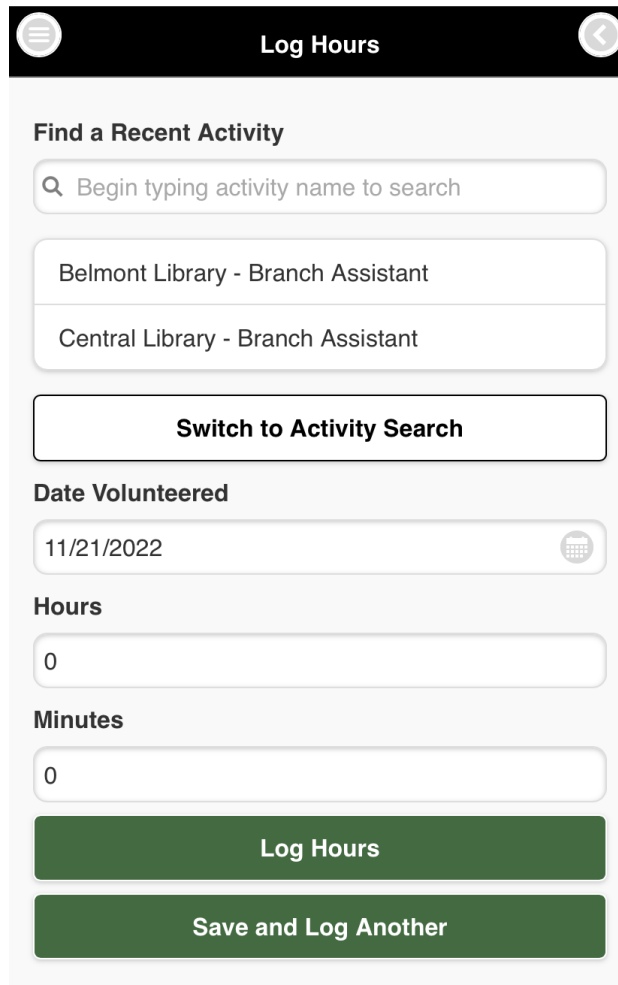
**Contact:** You can contact Library Volunteer Services directly through the app

**My Profile:** Your personal information section

**Files:** Documents related to your volunteer service, like the Volunteer Handbook

# Logging Hours on the Better Impact App

To log your hours using the app, click on the Hours tab from the menu.



The screenshot shows the 'Log Hours' screen in an app. At the top, there is a black header with a hamburger menu icon on the left, the text 'Log Hours' in the center, and a back arrow icon on the right. Below the header, the screen is divided into several sections. The first section is titled 'Find a Recent Activity' and contains a search input field with the placeholder text 'Begin typing activity name to search'. Below the search field, there are two list items: 'Belmont Library - Branch Assistant' and 'Central Library - Branch Assistant'. A button labeled 'Switch to Activity Search' is positioned below the list. The next section is titled 'Date Volunteered' and features a date input field showing '11/21/2022' with a calendar icon to its right. Below this, there are two more input fields: one for 'Hours' with the value '0' and one for 'Minutes' with the value '0'. At the bottom of the form, there are two large green buttons: 'Log Hours' and 'Save and Log Another'.

Begin typing in the Find Recent Activity Box to find the activity you are logging volunteer hours for and choose the correct activity.

Add the date you volunteered, hours, and minutes.

Click on either Log Hours for a single date or Save and Log Another if you would like to add hours for another day.

## Thank you! Questions?

If you have any questions about Better Impact, please contact Volunteer Services.

Email: [libvols@multcolib.org](mailto:libvols@multcolib.org)

Phone: 503.988.5731