

# **VIKTOR**

## **Agency User Manual**

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## Introduction to VIKTOR

VIKTOR is a national database and volunteer referral system created by Volunteering WA to link volunteers, volunteer referral centres and volunteer involving organisations.

VIKTOR allows volunteer involving organisations to login via the internet and directly update their details, including their organisation profile, available volunteer positions, contacts, address and phone numbers, etc.

As VIKTOR is the database behind the **GoVolunteer**, **SEEK Volunteer**, and **Volunteer Profile** websites, the **GoVolunteer mobile app**, and also several other **partner websites**, when you list your volunteer positions on VIKTOR they will automatically be advertised in all of these places.

To help you become more familiar with VIKTOR, this manual will cover how the system works. You can also find out more information about VIKTOR by visiting the [VIKTOR website](#).

## Terms

**Agency:** A volunteer involving organisation. You will be able to edit the details of your organisation, including addresses, phone numbers, etc.

**Contact:** A person who works at your agency. You can have multiple contacts listed for your organisation, but you must elect one contact to be the primary contact. Your agency must have a primary contact. This contact will be sent any critical information.

**Position:** A volunteer position available within your organisation. These are the positions that will be advertised online, and Volunteer Resource Centres will search through these positions for volunteers.

**Referral:** When a volunteer is directed to a position through a Volunteer Resource Centre or submits an expression of interest (EOI) for a position you have listed online, it is called a referral. Volunteers may be accepted or rejected by your organisation.

## Process

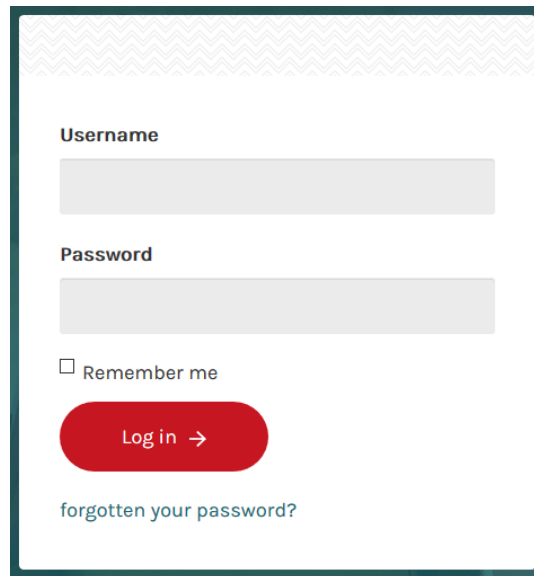
The procedure for setting up your organisation in VIKTOR involves three steps:

- 1) Ensure that your agency details are correct and up-to-date
- 2) Add all contacts for your organisation that will be involved in assisting volunteers
- 3) Create the positions that you need volunteers for

Any positions you create must have a contact, this is why it is important to create contacts **before** you start listing positions.

Once you have created a **position**, it will be put into an **approval process**. Somebody will **review the position** to ensure the critical information has been provided, and to make sure the position is appropriate for volunteers. Once it has **been approved** it will be **displayed online**. **Volunteers** will then be able to **submit expressions of interest (EOIs)** for the position and **Volunteer Resource Centres** will be able to find and **refer volunteers** to it. You will receive an **email notification** each time an EOI or referral is submitted.

## Login



Username

Password

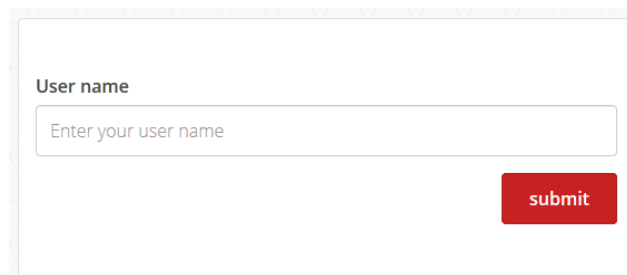
Remember me

Log in →

[forgotten your password?](#)

**Be careful about using VIKTOR on public computers. Do not save your passwords on a machine to which other people have access.**

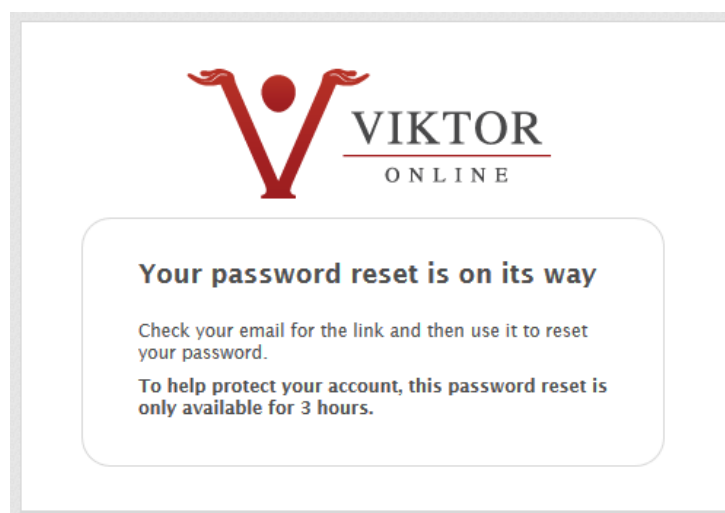
To log in, enter your user name and password. If you have **forgotten your password**, click on the '[forgotten your password?](#)' link beneath the log in button. You will be taken to the following screen:




User name

submit

To reset your password, type in your user name in the box and click Submit. This will result in a password reset email being sent to the email address registered with the user name. These emails are only valid for three hours so make sure you reset the password within this timeframe.





**Your password reset is on its way**

Check your email for the link and then use it to reset your password.

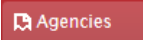
**To help protect your account, this password reset is only available for 3 hours.**

## Your Agency Record

When you log in, you will see the **VIKTOR dashboard**. This will display any system announcements, note any outstanding issues, and provide you with links to your record, and the member resources provided by your volunteer resource centre (if you are a member)


The screenshot shows the VIKTOR dashboard interface. At the top, there is a red navigation bar with a home icon, the text 'Agencies', and a help icon. Below this, the dashboard is divided into several sections. On the left, there is a large empty white box. The main content area starts with an 'Announcements' section, which contains a welcome message and a notice about system updates, published on Thursday, 11 January 2018. Below the announcements are two large blue buttons: 'My Organisation' and 'VRC Resources'. The bottom section is titled 'Membership Information' and contains two alert boxes: a red one stating 'Membership renewal is overdue. Please contact Green VRC' and a yellow one stating 'You need to update your insurance details. Please make certain your Public Liability and Volunteer Personal Accident insurance details are current.' Below these alerts are four grey buttons displaying membership details: 'Member of Green VRC', 'Membership Class: Agency', 'Renewal Date: 10/10/2017', and 'Membership Fee: \$100.00'.

Dashboard with sample alerts displayed

Click the **My Organisation** button or the  **Agencies** tab to be taken to your record, where you can find all of the information regarding your organisation. From here you can update any information that is out of date, update contacts, and add/update volunteer positions.

There are **several tabs on the left-hand menu**, which will be covered next.

# Details



[Back to agency search](#)

## Editing Agency: VWA Test Organisation

Modified by Agency on 14/05/2018 6:52:22 AM

---

**AGENCY**

---

- Details
- Address/Phone
- Contacts
- Positions
- Referrals
- Insurance

Agency ID
1

---

Name \*

---

Description \*

Test Agency Test Agency Test Agency Test Agency Test  
 Agency Test Agency Test Agency Test Agency Test Agency  
 Test Agency Test Agency Test Agency Test Agency Test  
 Agency Test Agency Test Agency Test Agency Test Agency

---

Web Site

---

Email

---

Publish Email?

---

Publish Phone?

---

Number of Volunteers \*

---

Registration Date \*

The **Details** tab covers general information about your organisation.

**Name** – This is the name of your organisation. If the organisation undergoes a name change, just change the name here. Your Agency ID uniquely identifies your organisation and does not change.

Agency ID
1

---

Name \*

**Description** – This description is what will appear online to volunteers on your organisation profile. Describe what your organisation does, what its purpose is and any other information you think is relevant.

Description \*

Test Agency Test Agency Test Agency Test Agency Test  
 Agency Test Agency Test Agency Test Agency Test Agency  
 Test Agency Test Agency Test Agency Test Agency Test  
 Agency Test Agency Test Agency Test Agency Test Agency

**Web Site** – If your organisation has a website, enter the URL here.

Web Site

**Email** – The email address you enter here is where general enquiries will be sent.

Email

**Publish Email/Phone** – Ticking these boxes will mean that the telephone number and email address you enter will be made publicly available online along with your other organisation details.

*Please note that if you publish this information, it may result in unwanted contact from advertisers and other individuals. You will have the option to send your contact details privately to potential volunteers later.*

Publish Email?


---


Publish Phone?

**Number of Volunteers** – Fill this box out with the number of volunteers your organisation currently has.


Number of Volunteers \*

**Registration/Expiry Date** – You cannot edit these fields, they are managed by your Volunteer Resource Centre.

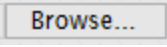

Registration Date \*  

Expiry Date  

**Service Focus** – This is the main service area that your organisation operates in. Choose the closest match from the drop down list.

Service Focus \*  


**Update Logo** - Click on the  button at the bottom of the page to **upload your organisation's logo**.

You will be taken to the following screen where you can click on  to find the logo file you want to use. Once you have done this click on  to upload your logo.


[Back to agency search](#)

### Editing Agency: VWA Test Organisation

Choose the logo that will be shown on the online organisation profile

No file selected. 

If you need to change your logo you can click  to remove your logo so another one can be uploaded.

**Make sure** you click on the  button after **amending** or **adding** any of the information in the **Details** tab.

## Address/Phone

**Editing Agency: VWA Test Organisation** [Back to agency search](#)

[Add Address](#)

**AGENCY ADDRESSES**

	Addresses		
<a href="#">Edit</a>	Street	85 Test Drive	<a href="#">Delete</a>
	Post Code	6005	
	Suburb	West Perth	
	State	Western Australia	
	Country	Australia	

[Add Phone](#)

**AGENCY PHONE NUMBERS**

	Phone Type	Phone Number	
<a href="#">Edit</a>	Work	08 9482 4333	<a href="#">Delete</a>

The **Address/Phone** section is where you store any addresses and phone numbers for your organisation.

**Adding an Address** – To enter an address, click the [Add Address](#) button. First enter the street address and postcode. Once you have entered the postcode, the **Suburb** drop-down menu will update with valid suburbs for the postcode you enter. You may add a street address and a postal address in this section. If your organisation has multiple locations, enter each of them here. To save an address, click the [Insert](#) button. If you make a mistake you can click edit next to the address to make a change, or delete to remove the address entirely.

**ADDRESS**

Street \*

Post Code \*

Suburb \*

State

Country

[Cancel](#) [Insert](#)



**Adding a Phone Number** – To enter a phone number, click the **Add Phone** button. First select the phone number type from the drop-down list. Then enter the telephone number including any area codes and country code if the number is for outside of Australia. Click **Insert** to save the telephone number

**PHONE NUMBER**


Please enter International Code if outside Australia.

**Phone Type \***

**Phone Number \***

## Contacts

The **Contacts** section is where you enter all of the contacts for your organisation.



- Details
- Address/Phone
- Contacts
- Positions
- Referrals
- Insurance

[Back to agency search](#)

### Editing Agency: VWA Test Organisation

**Primary Contact \***

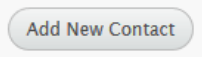
**Finance Contact \***

**CONTACTS**

		ID	First Name	Last Name	Active?	User?
<a href="#">Edit</a>	<a href="#">Print</a>	3133	Debbie	Dobbysticks	✓	✗
<a href="#">Edit</a>	<a href="#">Print</a>	10	Robert	Solomon	✓	✓
<a href="#">Edit</a>	<a href="#">Print</a>	36	Chuck	Testguy	✓	✓
<a href="#">Edit</a>	<a href="#">Print</a>	134	Ted	VRCMan	✓	✓

4 contact(s) match your filter.

## Adding a contact

To **add a new contact**, click the  button. Fields marked with an asterisk (\*) are required, all other fields are optional.

**Title** – Select from the list of titles

Title

**First Name** – The contact's first name

First Name \*

**Surname** – The contact's surname

Surname \*

**Email** – The email address for the contact. It is important to put an email address here if the contact is going to be managing position applications.

Email

**Date of Birth** – The contact's date of birth. You can use the calendar button the side to select a date.

Date of Birth  

**Gender** – The contact's gender. If you do not wish to specify the contact's gender, or the categories of male/female are not appropriate, select the **Other** option.

Gender \*  Male  Female  Other

**Job Title** – The contact's role in your organisation

Job Title

**Company** – The company that the contact works for (if different from your organisation)

Company

**Comments** – Any relevant information about the contact, such days they are out of the office

Comments

**Status** – Select the status of the contact

Status

Once you have **filled out the form** click the **Save** button.

Once you have saved the contact, your default organisation address and telephone number will be added to it. You may need to change this depending on the contact. Also, if you update your organisation address in the future it won't update the contact records so these will need to be updated separately.

### Primary contact

To update the **Primary Contact**, choose from the drop-down menu and click **Save Change**

Primary Contact \*

### Finance Contact

Finance Contact \*

To update the **Finance Contact**, choose from the drop-down menu and click **Save Change**

## Positions

**Editing Agency: VWA Test Organisation** [Back to agency search](#)

POSITIONS FILTER

ID  Position Name  Keyword  Post Code

Suitable for  Status  Expiry Date

Agency  Format

POSITIONS

		ID	Name	Postcode	Active	
<a href="#">Edit</a>	<a href="#">Print</a>	1986	Testing Wizard	6000	✓	
<a href="#">Edit</a>	<a href="#">Print</a>	1985	Testing Wizard	6000	✓	

Once you have your organisation details up-to-date and have selected a primary contact you can now begin to add positions. Click on the **Positions** tab. The default screen shows you all the active positions currently listed by your organisation (if any).

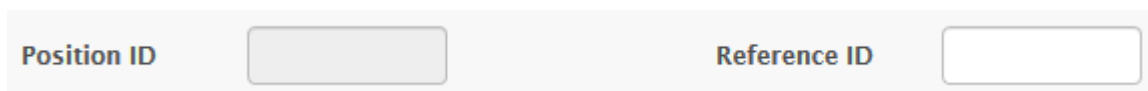
To **add a new position**, click the **Add New Position** or the **Position Wizard** button to create a new role. The Add New Position button will create a blank role, while the Position Wizard will take you through the role step-by-step, adjusting the fields displayed depending on the type of role you are creating.

## Basics



### About this position

**Reference ID** – This field is for use by Volunteer Resource Centres, leave this blank.



**Position Name** – This is the title of the position. Make the name relevant to the description.



**Short Description** – Type in a brief description of the position. Make it eye-catching, as this description is what will be displayed underneath the position name in search results.



**Detailed Description** – Use this description to explain exactly what the role involves, any benefits, what volunteers can expect etc. Remember that volunteers are giving up their time for free to help you – try and avoid turning this into a plain list of tasks.

Detailed Description \*

**Service Focus** – Select from the list which area the position is primarily related to.

Service Focus \* Select one ▼

**Number of Volunteers** – This is self-explanatory. If you need one volunteer, put 1 here, if you need 20 put 20 here.

Number of Volunteers 1

**Requirements** – Tick as many of the requirements that are necessary for your position. Ensure that you only tick the things that are *necessary*. For example, only tick 'Working with Children' if the position, *not your organisation*, involves working with children. The more barriers there are, the less likely you are to get applications. For example, the 'Finance Officer' position for the 'Helping Kids Organisation' does not involve directly working with children, even though a lot of the organisation's work involves children. In this case the 'Working with Children' requirement is not applicable.

Requirements

- Driver's Licence (C)
- Driver's Licence (F)
- Driver's Licence (HR)
- Driver's Licence (LR)
- Driver's Licence (MR)
- Heavy Lifting
- Medical Check
- National Police Certificat
- Others
- Traffic Check
- Working with Children

**Requirement Description** – Type in any other requirements for the position.

<b>Requirement Description</b>	<input type="text"/>
--------------------------------	----------------------

### Contact for this position

**CONTACT FOR THIS POSITION**

---

Who is primary contact and what email address should receive expressions of interest?

---

**Agency \***

---

**Contact \***

**Contact Phone** Missing contact number

**Contact Email** bulk@volunteeringwa.org.au

---

**Email for EOIs \***

**Agency** – This is the agency which you are creating a position for – make sure this is correct!

**Contact** – The person you select will be listed as the primary contact for the position.

**Email for EOIs** – This is the email address that EOIs will be sent to. Make sure this email address is correct, and preferably checked frequently – the biggest complaint from volunteers is that nobody gets in contact with them.

*You can enter multiple email addresses separated by commas if you want notification to be sent to several people.*

## Advertisement

**ADVERTISEMENT**

---

Where can volunteers find this position besides in face to face referrals?

---

Display publically on the internet  Display on Map


---

Does this position require cut-offs that will automatically stop it being advertised?

---

Application limit \*  Current Pending Applications: 0

---

Expiry Date   This date is when the position will no longer be advertised.

---

**Display publically on the internet** – Ticking this box means the position will appear across all of our websites that list volunteer positions.


**Display on Map** – Ticking this box means the position will be visible on the positions maps available on websites such as [GoVolunteer](#) and [SEEK Volunteer](#).

**Application limit** – This means once the limit has been reached the position will not be searchable. For example, if you set the limit to 10 and the position receives 10 EOIs, the position will not be searchable again until you modify the outcome of the pending applications.

**Expiry Date** – Setting a date here will automatically de-list the position once the date has passed.

**Active** - Please complete all tabs before activating position. Click Save & Next to continue.  
De-selecting this will archive this position so it is no longer advertised anywhere

**Active** – You are able to manually de-list the position by unticking this box. If you want the position to appear online make sure this box is ticked.

Once you have filled out all of this information, click  to save the position. This will save the position and take you to the next tab where you can fill out more details.

Make sure you **complete the following additional tabs** for the position so potential volunteers have all of the necessary information. Any positions that you submit will be sent to your **Volunteer Resource Centre** for **approval** before they appear online.

## Details

The screenshot shows a web interface for editing an agency. The top navigation bar includes 'Agencies' and 'Help'. Below it, there are links for 'My Organisation' and 'Resources'. The main header reads 'Editing Agency: VWA Test Organisation' with a 'Back to agency search' and 'Position List' link. A tabbed interface shows 'Details' as the active tab, with other tabs for 'Basics', 'Location', 'Skills', 'Availability', and 'Notifications'. The 'POSITION COMMITMENT' section contains a 'Duration \*' dropdown menu, 'Start Date' and 'End Date' fields with calendar icons, and a 'Describe the Time Required' text area. A note below the text area states: 'eg. 6-8pm, Tuesdays (It is recommended volunteer roles should not be more than 15 hours per week)'. A left sidebar contains navigation options: 'Details', 'Address/Phone', 'Contacts', 'Positions' (highlighted in red), 'Referrals', and 'Insurance'.

The details tab goes into more specific details regarding the position.

### Position commitment

**Duration** – Here you can choose one of the following options from the drop down list:

The screenshot shows a close-up of the 'Duration \*' dropdown menu. The menu is open, displaying the following options: 'Select one' (highlighted in blue), 'Event duration', 'A few days', 'Ongoing commitment', and 'A few hours'.

**Start/End Date** – Select the dates for when the position begins and ends. If it is an ongoing position (no end date) you do not need to complete this field.

The screenshot shows the 'Start Date' and 'End Date' fields. Each field has a calendar icon to its right. Below the fields, it says: 'This is when the volunteer role starts' and 'This is when the volunteer role ends'. At the bottom, a note reads: 'Start/End dates are necessary for event volunteering, but optional for other roles. Leave blank if not applicable'.



**Describe the Time Required** – Explain the hours you expect the volunteer to be able to commit. Being more specific helps the volunteer decide if they will be able to commit or not. For example, “5 hours, once per fortnight on a Tuesday” is better than “a few hours here and there”.

Describe the Time Required

*eg. 6-8pm, Tuesdays  
(It is recommended volunteer roles should not be more than 15 hours per week)*

### Position suitability

**Suitable for** – Tick the box if your position is suitable for any of these categories. You can click on the question mark to see a definition of each category.

Suitable for (?)

- Centrelink Volunteers
- Families with Children
- Groups of 10 or more
- Online & Remote Volunteers
- People Learning English
- People with disability
- Skilled Volunteers
- Travelling Volunteers
- Wheelchair Access
- Work Experience & Internships
- Younger volunteers, aged 14-18

**Age range** – If the position is suitable for a particular age range enter it here. For example, you would put 18 as a minimum age if the position involved serving alcohol.

Age Range  to  *If your insurance cover for this role has age limitations, enter them here*

**Working environment** – Select from the list which environment best describes the work involved.

Working Environment

**Training** – If any training is provided by your organisation list it here.

Training

**Reimbursement** – If your organisation offers reimbursements, such as those for travel costs, list them here.

Reimbursement   
*If none, leave blank*

**Transport options** – Describe travel options, such as access by public transport, parking bays available etc.

Transport options   
*Describe how volunteers may get to the role. Note the public transport and/or parking options if applicable*

**Urgent** – If this position needs a volunteer urgently, tick this box.

This position needs to be filled urgently

Remember to click **Save** when you have finished entering all of this information.

## Position Images

POSITION IMAGES

---

The optimal image dimensions are 620 x 370

Click on the  if you have an image that you would like to use for the position.

You will then be able to upload an image by clicking on  to find the image you want to use and then  to upload it.

You can remove the image by clicking on

*Please note that images will only be displayed with your position on websites that support this feature.*

## Position Tags

**POSITION TAGS**

---

Special 1

Taggy McTagart

If you are running any special programs, you can select one or more tags to flag the position to specific volunteers.

*If required, Position Tags will need to be set up for you by the Volunteer Resource Centre who set you up with VIKTOR access.*

Remember to click  again when you have finished entering this information.

## Location

**POSITION LOCATION**

---

**Location Type (Help)**

Suburb  Multiple Suburbs  Exact Location  Multiple Locations  Virtual  State

Select the suburb. No specific address information is saved- it will be matched to the middle of the suburb


---

Post Code \*  Suburb \*

---

State  Country

---



### Position Location

This is where you set the location (or locations) of the volunteering.

Volunteers search the database using a radius system to find roles close to where they live or frequently go. This means you should specify the location(s) where the role actually happens, rather than areas you want to recruit from.

ie: Enter where the volunteer goes to volunteer. This will assist volunteers to find roles in locations they can easily travel to.

Positions in VIKTOR can be set up with any of the following location types:

#### **Suburb**

Suburb location types locations store a suburb (general area) only. If you do not want the exact location to be known (or have not set it yet), select this option. The mapping will be less accurate than if you select Exact Location.

### ***Multiple Suburbs***

You select multiple suburbs to define an area, and also describe the area with a text description. Note that the radius search will match volunteers near to the area you define, not just within it. This option is suitable for a position where the location changes or the volunteer moves around, or if the role has options to volunteer in different areas.

### ***Exact Location***

This is a position that occurs at a set location, such as at an office. You should enter an address so the geolocation system can match volunteers in that area. Do not write messages, notes, "TBA" or similar in the address field- the address is not visible; it is only used to plot the location for mapping and radius searching.

You can check the system has correctly located the role by examining the small map that will be displayed.

### ***Multiple Locations***

This is a position that occurs at a variety of locations, such as certain shopping centres, schools, etc. You should enter addresses for each location for maximum accuracy.

### ***Virtual***

A virtual position has no location- it can be done from wherever the volunteer is. These roles would usually be done over the internet or phone.

Note that Virtual roles will often have applicants from regional and remote areas, so you should be prepared to interview the volunteer over the phone (or online) – if someone has to come in to your office, it's not a virtual volunteering role.

### ***State***

A state-wide position is available all over the state. This would usually be for events that occur in all major population centres, or tasks that can be entirely arranged by the volunteer.

Again, if a role is not suitable for volunteers in regional and remote areas, it's not *really* state-wide. If the volunteer needs to attend a specific location to volunteer, then list these locations directly using one of the multiple location types.

Depending on your internet connection, it may take a few seconds for the server to update your screen after you change location types.

Remember to  after any changes.

# Skills

**Editing Agency: VWA Test Organisation**

Basics | Details | Location | **Skills** | Availability | Notifications | Referrals

**POSITION SKILLS**

What does this position involve? Select up to three skills the volunteer will use / tasks they will perform.

- Accounting & Finance
- Administration & Office Management
- Arts, Craft, & Photography
- Childcare
- Companionship & Social Support
- Counselling & Help Line
- Disability Support
- Driving & Transportation
- Education & Training
- Food Preparation & Service
- Fundraising & Events
- Garden Maintenance
- Governance, Boards, & Committees
- IT & Web Development
- Library Services
- Marketing, Media, & Communications
- Mediation & Advocacy
- Music & Entertainment
- Research, Policy, & Analysis
- Retail & Sales
- Safety & Emergency Services
- Seniors & Aged Care
- Sport & Physical Activity
- Tour Guides, Information, & Heritage
- Trades & Maintenance
- Translating & Interpreting
- Tutoring & Coaching
- Working with Animals
- Writing & Editing

[Save](#)

**Position Skills** – if the position involves any particular skills, select up to three from the list and click [Save](#)

# Availability

**Editing Agency: VWA Test Organisation**

Basics | Details | Location | Skills | **Availability** | Notifications | Referrals

**POSITION AVAILABILITIES**

What time slots is this position available? Tick all that apply.

	Morning	Afternoon	Evening
MON	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TUE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
THU	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FRI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SAT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SUN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Set all](#) [Clear all](#)

[\(Monthly Availability =>\)](#) [Save](#)

## Position Availabilities

Use this section to specify the time of day and day of the week a volunteer is required.

If relevant, you can then also click on [\(Monthly Availability »\)](#) and select which months the position is available.

Click [Save](#) once you entered the appropriate availability information.

## Notifications

The screenshot shows the 'Editing Agency: VWA Test Organisation' page. The 'Notifications' tab is highlighted in green. The page contains a section for 'EOI AND REFERRAL CONFIRMATION EMAIL' with a checkbox for 'Include the position contact details in this email to Volunteer' and a text area for 'Additional information included in this email'. A 'Save' button is visible at the bottom right.

### EOI and Referral Confirmation Email

**Contact details tickbox** – tick this box if you want the contact details for the person listed as the position contact to be included in the automatic email volunteers receive.

Include the position contact details in this email to Volunteer

*This will send the contact details directly to the potential volunteer via email, but they will not be made publicly available.*

**Additional Information included in this email** – If there is additional information that you want to include for a potential volunteer, include it here. This could range from a request for more information about them, such as a CV, or information informing them that the person in charge of the position is only in the office on a Thursday and Friday. You can also include in this message a link to your website if there is further information you want them to read or an application form they need to fill out.


Additional information included in this email


Click  once you entered the appropriate information.

## Position Referrals

The screenshot shows the 'Editing Agency: VWA Test Organisation' interface. The 'Referrals' tab is highlighted in a green box. The interface includes a sidebar with 'Positions' selected, a 'REFERRALS FILTER' section with a 'Filter by Outcome' dropdown set to 'Pending Volunteers', and a 'REFERRAL OUTCOME' section with 'Outcome Status' set to 'In progress' and 'Set Outcome To' set to '? - Unknown'. A 'Save' button is visible.

This section allows you to view all **volunteer referrals** for the **position**. Each volunteer is listed on a separate row, showing their **referral ID** and **date**, their **volunteer ID** and **name**, and their **outcome**. You can use the filter to view pending and accepted referrals.

By default, the outcome for each referral is . If you **accept** a volunteer, **decline** a volunteer, or **any other outcome happens** you should **update the outcome** in this section.

To update a volunteer's outcome, tick the box at the beginning of their row, select the outcome in the **Referral Outcome** section, and click  - see example below:

**REFERRALS FILTER**

Filter by Outcome

**REFERRAL OUTCOME**

Outcome Status  Set Outcome To

**POSITION REFERRALS**


[Select All](#) / [Deselect All](#)

		Referral ID	Date	Volunteer	Outcome
<input checked="" type="checkbox"/>	<a href="#">View</a>	1577	13/06/2016	3021 - testmulti testmulti	? - Unknown

If, for example, the position receives 10 referrals but only one volunteer is taken on, you would mark the accepted volunteer as 'D - accepted by agency' and the rest of the volunteers as 'F - volunteer not accepted'.



## Agency Referrals

This tab displays **any referrals** made for **any positions** you have listed. At the top of the filter box you can select for the filter to show **pending volunteers**, **accepted volunteers**, or volunteers with **other outcomes**. To change the list being displayed, choose one of these options and click the  button on the side.

You can also export the list of referrals to a spreadsheet using the **Export to CSV** and **Export Details to CSV** buttons.

To view more information on each referral, click on the Referral ID number listed next to the referral you want to look at.

	Referral ID	Date	Volunteer	Position	Outcome
<input type="checkbox"/>	<a href="#">[1656]</a>	26/07/2017	Volunteer Sant	Fred's Fabulous Frien...	? - Unknown
<input type="checkbox"/>	<a href="#">[1577]</a>	13/06/2016	testmulti testmulti	HelpDesk team mem...	? - Unknown

From this view you can print the details of the referral, update information, or send mail by using the respective buttons.

## Insurance

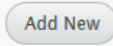
**Editing Agency: VWA Test Organisation**

AGENCY INSURANCE

	Insurance Type	Policy Number	Expiry Date	
<a href="#">Edit</a>	Volunteer Personal Accident	987654321	29/11/2017	<a href="#">Delete</a>
<a href="#">Edit</a>	Public Liability	147258369	05/12/2018	<a href="#">Delete</a>
<a href="#">Edit</a>	Professional Indemnity	963852741	30/11/2015	<a href="#">Delete</a>
<a href="#">Edit</a>	Directors and Liability	713984265	27/10/2015	<a href="#">Delete</a>

Please ensure you have current details for your Public Liability and Volunteer Personal Accident insurance listed

To be able to make use of the VIKTOR system, you must have **valid insurance** that covers both **public liability** and **volunteer personal accident**. The details of your policies will be stored here, along with the expiry date.

To add details of your insurance policies, click the  button. Select the insurance type, enter the name of the insurance company, the policy number and the expiry date.


Once all of this information has been filled out, click the  button.

AGENCY INSURANCE

Insurance Type \*

Insurance Company


Policy Number

Expiry Date \*  

[Back](#) [Save](#)

To edit or update any of your insurance details, just click on Edit where it appears next to the insurance type you want to edit or update.

	Insurance Type	Policy Number	Expiry Date	
<a href="#">Edit</a>	Volunteer Personal Accident	987654321	29/11/2017	<a href="#">Delete</a>
<a href="#">Edit</a>	Public Liability	147258369	05/12/2018	<a href="#">Delete</a>

Remember to click on  once you have finished editing or updating the information



## Resources

This is where you enter the custom message for your members.

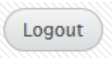
Green VRC - Member Resources			
test	<a href="#">Download</a>	Another Important Picture	<a href="#">Download</a>
An Important Picture	<a href="#">Download</a>	Files Galore!	<a href="#">Download</a>
Testing more	<a href="#">Download</a>	More uploads	<a href="#">Download</a>
testing uploads	<a href="#">Download</a>	Random Image File	<a href="#">Download</a>

This **Resources** section will display a list of any files the VRC has uploaded for your use, and you can download any of them by clicking the download button.

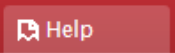
For more details on any of the member resources listed here, please contact your Volunteer Resource Centre

.

## Log Out

Once you have finished using VIKTOR Online, log out using the  button, located in the top-right hand corner of the screen.

## Help & Support

You can access the **Help** section of VIKTOR, when you are logged in, by clicking on the  tab located in the top right hand corner. Here you can access a copy of this manual and also the **Creating a Position – Video Walkthrough**.

If you have any queries or experience any problems using VIKTOR and require support, please contact the Volunteer Resource Centre who set you up with VIKTOR access so they can assist you.