



## Volgistics FAQ

### 1. What is Volgistics?

Volgistics is a convenient and secure online volunteer management program that gives you 24-hour access to submit your volunteer application form, create and manage your profile, view our volunteer opportunities, schedule your shifts and submit your volunteer hours.

### 2. Is there a minimum technical requirement for Volgistics?

Yes. If your computer uses the Windows XP operating system, you must log in with either Chrome or Firefox. Internet Explorer is not supported with Windows XP due to security issues. Please email our [volunteer engagement team](#) or call 780.431.8902 (KIDS) for more information

### 3. How do I log in to my Volgistics volunteer profile?

Please log in [here](#).

### 4. What information do I have to fill out in my profile?

Please make sure you verify and update your personal and emergency contact information, and enter your age range (this is for reporting purposes only) and skills. We encourage you to also fill out the Availability and Photo sections.

### 5. Who can see my profile?

Only our volunteer engagement team can see your profile.

### 6. How can I be sure my data is secure in Volgistics?

Volgistics uses the same level of network security as online banking services. The Volgistics website provides detailed information about security, reliability, privacy and terms of use in the [Volgistics Service Agreement](#).

### 7. Having trouble logging in?

Please email our [volunteer engagement team](#) with any questions – we're here to help you!