

Nantahala Hiking Club

Volunteer Time Reporting User Guide

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Overview

Even though the value our volunteers provide is immeasurable to the hiking community, we track hours as a way to measure our organization. These hours are also provided to the Appalachian Trail Conservancy and the US Forest Service as per agreements we have with each. The volunteer hour metric is used by our partners for budgeting purposes, so providing an accurate representation is imperative to them and helps to ensure we have the funds we need to operate.

Over the years, the tracking of volunteer hours has been done manually, via an Excel spreadsheet, and utilizing an ATC provided solution built on the Salesforce platform. These previous methods are in themselves extremely time consuming, thus taking our volunteers away from the main purpose of our club. So, in 2022 the Board of Directors authorized the purchase and deployment of a new solution from Better Impact, a company that focuses on software for non-profit organizations. This User Guide has been created for NHC volunteers on how to properly utilize this solution, which we will simply call “Better Impact”.

Better Impact was selected because of its ease of use, customizable features, and access to data.

First Time Using Better Impact

The first time a user utilizes Better Impact, they are required to submit a volunteer application. This can be accessed via the club website by selecting **Volunteer** from the homepage menu, then selecting **Online Volunteer Application**.

The Application Form login screen will be presented.



Application Form - Nantahala Hiking Club

The screenshot shows a web form with two main sections. The left section is titled "I am new to MyImpactPage.com" and contains instructions on creating a unique username, followed by input fields for "Username", "Email Address", and "Verify Email Address", and a "Save and Continue" button. The right section is titled "I already have a username" and contains instructions on logging in, followed by input fields for "Username" and "Password", a "Forgot your username or password?" link, and a "Login and Continue" button. At the bottom of the form, there is a footer with "MyImpactPage.com Privacy Policy" on the left and "Powered By BETTER IMPACT" on the right.

On the left side of the screen, enter a username, email address, password, then select **Save and Continue**.

Email Address Registered Message

If you receive a message that the email address is currently registered, an account has been setup for you. This happens if you had volunteer hours entered for you, i.e. trail maintenance work.

The email address you entered is currently registered with an account in our system. If you think that this account belongs to you but have forgotten your username and password, you can have your login information reset and emailed to you by visiting [the password reset page](#).

If you are sharing this email address with another person and wish to continue creating a new account, click "Save And Continue".

Save and Continue

NOTE: If you are NOT sharing this email address with another person, then select “the password reset page” in the message. If you do NOT a duplicate account will be created for you and hours that have already been added will be jeopardized.



MyVolunteerPage.com - Password Reset

The screenshot shows a web form titled "Password Reset". At the top, it says "Please select an option to begin your password reset process." There are two radio button options: "I forgot my password" and "I forgot my username". The "I forgot my username" option is selected. Below each option is a text input field: "Enter your username" for the first option and "Enter your email address" for the second. Below the input fields is a reCAPTCHA widget with the text "I'm not a robot" and a "Send Email" button. At the bottom left, there is a link "Back to Application". At the bottom right, it says "Powered By BETTER IMPACT".

Select **I forgot my username** radio button and enter your email address, then select **I'm not a robot**. Once you verify via reCAPTCHA select **Send Email**. You will then receive an email that will step you through the process of setting a password.

Once you have set a new password, you can continue with this guide to submit your application.

Completing the Application Form

The Application Form provides multi sections that allow the NHC to capture your information. Please complete each section. The data provided will remain confidential and can be updated by you at any time.



NANTAHALA HIKING CLUB

KEEP EVER CLEAR THE OPEN TRAILS THAT LEAD TO THE MOUNTAIN TOPS – Rev. A. Rufus Morgan

Application Form - Nantahala Hiking Club

Please note that your application will not get submitted until you fill in all fields flagged (*) as required on this page and click the Submit Application button. You'll know your application was successfully submitted if when you click the 'Submit Application' button, it takes you to another screen. If you stay on this screen, it means you missed a required field and your application has not yet been submitted.

General Interests

Select the items that correspond to your general interests.

- Trail Maintenance (*)
- Trail Ambassador (*)
- Hike Leader (*)
- Educational Programs (*)
- Club Administration (*)
- Trail Magic (*)
- Festivals and Events (*)
- Environment Monitoring (*)
- Social Media (*)
- Shuttle Driver (*)
- Newsletter (*)
- School Hiking Program
- Trail Facilities Maintenance and Construction

Select all items below that you are currently qualified to perform, i.e. trained and/or certified. All qualifications will be reviewed by the club prior to acceptance.

Trail Maintenance - If you have been or are interested in performing trail maintenance.

Sawyer - Certification by the US Forest Service is required.

First Aid - Select how you are qualified, i.e. Red Cross Certification, Physician.

Trail Ambassador and Hike Leader - If you have attended training within the past two years.

Club Leadership - All volunteers who lead club activities, i.e. Board members and group or event leaders.

General Interest

This section gives club leadership an idea of what activities you would be interested in volunteering for. You can select as many items as you want. This data will be used when we are seeking volunteers for a specific purpose by allowing us to target emails to only those volunteers who have selected the specific interest.

Qualification

If you hold a specific qualification, i.e. Red Cross Certified, please enter that data in this section. Expiry Date is the date the certification will expire. All certifications will be verified by a club leader.

Awards and Recognition

We realize that some volunteers are not interested in receiving award and/or recognition for the time they spent volunteering. By selecting the **Award Opt Out** box you will be excluded from awards and recognition, but your volunteer time will still be utilized to benefit the club and our partners.

Emergency Contact Information

We request this information so we can know who to contact if you have a medical emergency while volunteering.

Optional Information

The US Forest Service and Appalachian Trail Conservancy request the information in this section to assist them with their own volunteer metrics. Your individual data will NOT be shared with them but will be aggregated at the end of the year when we report hours. For example, we would tell them that we had 56 veterans who volunteered time but will not provide the names of those veterans. As the title states, this information is optional.

[Submit Application](#)

When you have completed all the sections, select **Submit Application** at the bottom. Your application will now be reviewed by a club leader within a few days. You will be notified once that is complete, and then will be able to enter volunteer hours.

Submit Volunteer Hours

Once your application has been accepted, you can begin entering your volunteer hours. The login to Better Impact to enter hours can be accessed from the Nantahala Hiking Club website under the **Volunteer** menu option. Select **Volunteer Portal**.



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MyImpactPage.com - Login

Login	Privacy Policy
<p>Username <input type="text"/>™ Usernames are not case sensitive.</p> <p>Password <input type="password"/>™ Passwords are case sensitive.</p> <p>Forgot your username or password? <input type="button" value="Login"/></p>	<p>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.</p>
Search	
<p>Search for an organization. Common search terms include city, town, or county.</p> <p>Keyword <input type="text"/>™</p> <p>Optional: Restrict my Search to Organizations</p> <ul style="list-style-type: none"><input type="checkbox"/> Recruiting volunteers to assist directly with COVID-19 related needs.<input type="checkbox"/> Recruiting virtual volunteers who can work online from their homes.<input type="checkbox"/> That do not have any roles available currently but are looking for volunteers to preregister now, to begin helping them once COVID-19 is under control. <p><input type="button" value="Search"/></p>	

From the MyImpactPage Login screen, enter your username and password.

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HOME OPPORTUNITIES SCHEDULE HOURS REPORTS CONTACT MY PROFILE

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

Welcome **Victor Treutel**
[Edit My Profile](#)

VOLUNTEER HOURS		
This Week	This Year	Lifetime
9	697	1865

▼ Nantahala Hiking Club

Badges

- 1000 Hours
- 5 Years
- First Aid Certification
- Trail Ambassador
- Trail Maintainer

News

Thank you for volunteering with the Nantahala Hiking Club.

Mission Statement

"Keep ever clear the open trails that lead to the mountaintops." Rev. A. Rufus Morgan - Nantahala Hiking Club Founder

Get Social

Share this [f](#) [t](#) [+](#)

Nantahala Hiking ...
1,324 likes
[Like Page](#) [Share](#)

Nantahala Hiking Club
about 2 weeks ago

NANTAHALA OUTDOOR CENTER
50 Jubilee
FIFTY YEARS
SAT, JUN 11 AT 8:00 AM EDT

The home screen of the MyImpactPage will show your volunteer hours recorded for the week, year and lifetime. Badges displayed below show qualifications and milestones.

Submit Hours

From the home screen select the **HOURS** tab.



- 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 06/07/2022 Hours 0 Minutes 0

Save and Log Another Save

Most Recent Entries

ACTIVITY	HOURS	DATE VOLUNTEERED	DATE CREATED	STATUS	ACTIONS
Leadership and Administration - Club Management	4:00	6/7/2022	6/7/2022	Approved	View Delete
Education and Outreach - Trail Ambassador	2:00	6/5/2022	6/7/2022	Approved	View Delete
Leadership and Administration - A.T. Management	3:00	6/6/2022	6/6/2022	Approved	View
Leadership and Administration - Club Management	2:00	6/4/2022	6/4/2022	Approved	View
Leadership and Administration - Club Management	60:00	5/31/2022	6/4/2022	Approved	View
Leadership and Administration - Club Management	60:00	4/30/2022	6/4/2022	Approved	View
Leadership and Administration - Club Management	60:00	3/31/2022	6/4/2022	Approved	View
Leadership and Administration - Club Management	60:00	2/28/2022	6/4/2022	Approved	View
Leadership and Administration - Club Management	60:00	1/31/2022	6/4/2022	Approved	View
Leadership and Administration - Club Management	60:00	12/31/2021	6/4/2022	Approved	View

[Back to the top](#) [Get More Entries](#)

The **HOURS** screen will show a list of **Most Recent Entries** at the bottom.

Log Hours

In the top panel, you will select the Activity you are logging hours to. The default is that only your most recent activities will be displayed. If you select the drop down, and the activity you would like to record hours against is not presented, the select **Active** from above. After selecting **Active**, only activities that you are qualified to perform are displayed. For example, in order to log hours to Hike Leader, you must be trained as a hike leader. If you are not, this activity will not show on your list.

Possible Activities are as follows:



Select the appropriate activity. Enter the Date Volunteered and the **hours** and **minutes**. Then select **Save**, or **Save and Log Another** if you have additional hours to enter.

Some activities request additional information. For example, Trail Ambassador hours form requests additional relative information:

Activity Show these activities **Recent** Active Inactive
Trail Ambassador

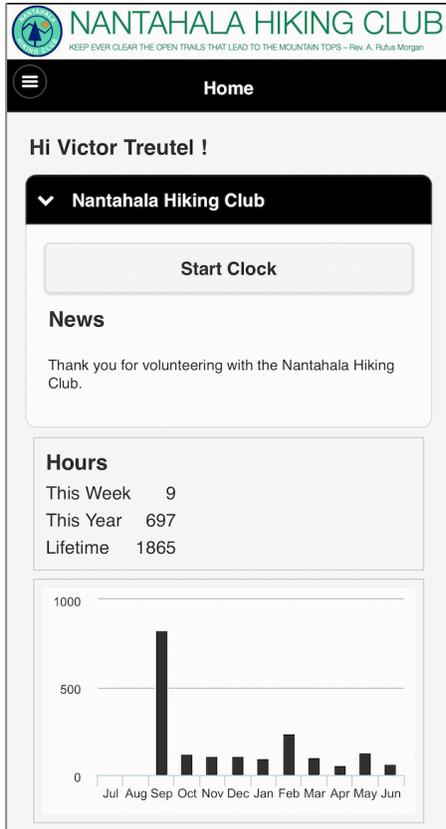
Date Volunteered 06/07/2022 📅 Hours 0 Minutes 0

Feedback	Response
A. Trail Head	<input type="text"/>
B. Direction	<input type="text"/>
C. On-Trail Miles	<input type="text"/>
D. Hiker Interactions	<input type="text"/>
E. Trail Ambassador Report	<input type="text"/>
F. Trail Condition Issue	<input type="text"/>

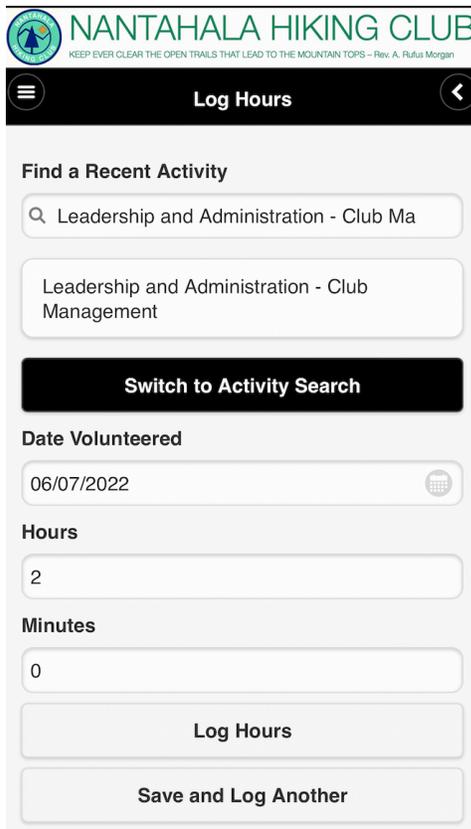
Keep Feedback Fields Populated ⓘ Save and Log Another Save

Mobile App

Better Impact provides a mobile App that can be utilized as opposed to the website. The mobile App can be downloaded at the Home screen or from the Nantahala Hiking Club → Volunteer page. The mobile App functions the same as the web page.



Mobile App Home Screen



Log Hours Screen

Questions

If you have any questions, please contact Victor Treutel via email (victor@victortreutel.com)