I'd like to change my time entry, can I?
Only if it hasn't been approved yet. From a browser, click 'Log Hours'. In the Timesheet section you'll see a listing of your entries. If the entry is shown as 'Pending', click it, then click the blue 'edit' text. Make your changes then SAVE. From the mobile app, click the three bars in the upper right. Choose 'Timesheet', then click the entry to edit.

Do I have to add a note with my entry?
You don't HAVE to, but it may make it easier for committee heads to approve your hours. Since your entry is archived it could also be useful info for you too.

Can my family membership hours requirement be met by one member?
Yes. It doesn't matter which member completes the hours. Both members are counted as one and the total contribution is indicated in your progress bar.

Why should I use the mobile app?
Let's you report your hours wherever you have a connection. Submit your entry on the launch back to the mainland! To download (Android or Apple), search OurVolts. The app is called 'Volunteer Time Tracking' and the icon looks like a tree.

Some of my hours have been pending for a while. How do I get them approved?
Please allow a couple of weeks. If it's taking longer, contact the committee chair.

How do I manage two members of my family account on the same computer?
Sign-out and sign back in with the other account credentials by clicking the 'Account' text in the upper right of the site. If you prefer we can set up one account for you.

I've entered a number of hours and I think I've met the goal. How do I check?
From the website and go to your 'Log Hours' page you'll see a progress bar that lets you know how many hours have been approved. From the mobile app, click the three bars in the upper right. From the drop-down choose "Milestones'. Unapproved hours are not included in the progress bar until approved.

How do I find out about work opportunities to fulfill my hours?
Usually, committee heads will email or call their members to let them know about an upcoming opportunity. For larger, 'All Hands' days, communication will come from the Commodore. A new method being added to the mix is the Event Sign-up module on our online VIP Hours reporting application. It allows you to view opportunities, sign-up, as well as learn more about upcoming events. Keep in mind that this feature does not show all opportunities or events as its use is optional.

I signed up to help with an event online but my plans have changed and I need to cancel. What should I do?
Go to the event, click the '+' sign to the right and click the 'X' next to your name. The organizer will be notified automatically.

I've been receiving notifications about an event I signed-up for. Are they being sent by the organizer?
No, they're just confirmations and reminders sent automatically by the application to assist you - do not reply.