

Better Impact – Volunteer Data Base User Guide

How to access Better Impact using the “My Impact” App

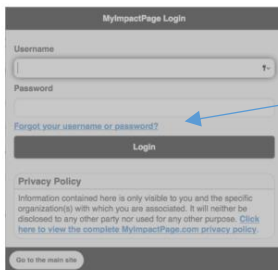
Install the free app and access your profile with ease by clicking on the icon of the device you use below OR by downloading the app in your devices app store:



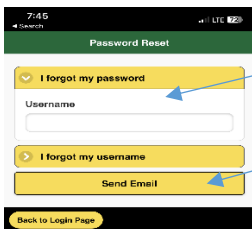
Using the My Impact App

First Time logging in? Please reset your password.

Open the My Impact App, to reset your password please click on the link “forgot your user name or password?”



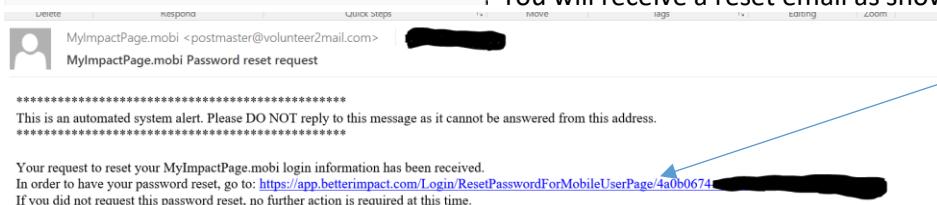
Enter your user name in the drop down box under “I forgot my password” and click send email.



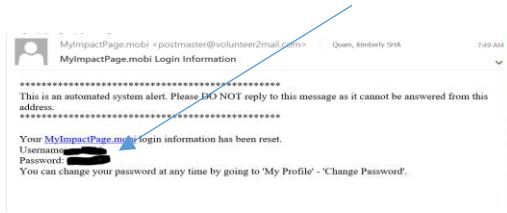
Click on the tab “reset my password”; the Impact app will send you a link to reset your password.



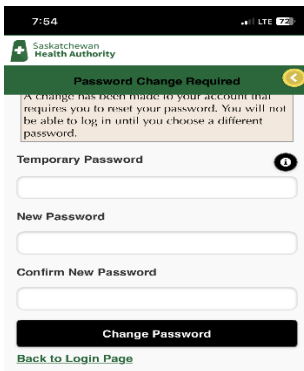
You will receive a reset email as shown below, click on the link in the email.



For enhanced security, the My Impact app will send you a temporary password. Open the app and then re-enter your user name and the temporary password that you received in the reset email.

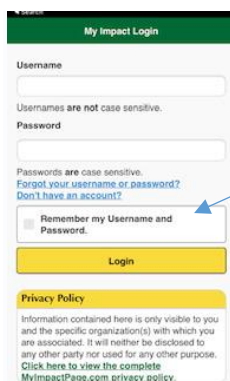


Enter the temporary password and your new personalized password and click change password. Your new password will then be set and you can then log in to your account. **** Please note that a password reset is only needed the first time that you sign in to your account.**



How to Log In

1. On your phone, tablet, or other mobile device, click on the My Impact app.
2. Type in your username and Password and click the **[Login]** button.
3. You can save your login credentials at the main login screen by checking off the box “Remember my Username and Password”.



Your Home Page

Once you have logged on, you will be greeted by name on your home page. A bit further, down the home page, you may see a personal message from the Saskatchewan Health Authority as well as a message from a member of the Provincial Medical First Responder team, news and information for volunteers in your organization and a summary of your hours logged.

Click on the **[Menu]** button in the top left to access the functionality of MyVolunteerPage.

Click on the **[Back]** button in the top right to go back to the previous page.

Menu Options

- **Close:** close the menu
- **Home:** return to the Home page
- **Opportunities:** lists the various categories for activity for all MFRs (online education/responding/standby/unit check)
- **Schedule:** not applicable to MFR volunteers at this time as you are unscheduled. If you volunteer in another SHA location where you are scheduled, you can access your schedule, pick up shifts and view programs within this tab.
- **Hours:** log hours and view past logged hours – allows you to file your annual hours of service electronically. ** Further information will be sent out on this once the process for the new tax year is established.
- **Contact:** communicate directly with the administration team for SHA Medical First Responders program; send an email directly from the app, view contact information, review the Vision and Mission of SHA Medical First Responders program
- **My Profile:** view or edit your profile, reset your password/profile photo/complete training/update additional information including uploading your registration requirements in the self-serve feature.

****If updating your cell phone number within your Better Impact Volunteer profile, you MUST email the administrators at SHAMedicalFirstResponders@saskhealthauthority.ca to let them know, as they will need to update the dispatch information for the auto dialer. If you fail to provide them an update on your new cell phone number, you may not receive notifications in a timely manner.**

- **Files:** access files from your organizations document library including the “Provincial Medical First Responders Protocol Manual” and the tax forms for the current year.
- **Log Out:** log out from the volunteer portal on the My Impact App
- **Help:** links to videos and instructions can be found here within the [Site Guide \(betterimpact.com\)](https://betterimpact.com) – this will help you to navigate the app.

Your Volunteer Profile

From the [Menu] click on [My Profile] button, you will be able to:

- **Contact Information:** update your name, address, telephone, and email information
- **Change Password:** change your password
- **Update Photo:** add / update your profile photo
- **Update Text Messaging Settings:** please subscribe to text messages
- **Goals:** **not applicable to Medical First Responder Volunteers at this time
- **Interests:** Access the Provincial Medical First Responders Protocol Manual within this tab by clicking “MFR Resources & Volunteer Opportunities”, click on the “i” at the right hand side of the screen, click on the green link [“Provincial Medical First Responders Protocol Manual”](#).
- **Availability:** **not applicable to Medical First Responder Volunteers at this time
- **Qualifications:** **not applicable to Medical First Responder Volunteers at this time
- **Training:** eLearning modules will be available to review/complete in this tab in the future for all MFR volunteers.
- **Time clock QR code:** **not applicable to Medical First Responder Volunteers at this time
- **Additional Info:** view / edit the additional information section of your profile – this is a very important tab to update as it includes the Volunteer Code of Conduct, all of your application information and is where your registration documents can be uploaded.
- **Badges:** **not applicable to Medical First Responder Volunteers at this time but will be launched in the future.

How to enter your Volunteer hours of service:

- Click on the [MENU] bar, click HOURS tab
- Click on the [Emergency Medical Services – Provincial Medical First Responder Program]
- In the search tab type in the category that you wish to log hours of service for
 - Online Education & Training
 - Responding
 - Standby
 - Unit Check
- Enter the date you worked in the field beside “Date Volunteered”
- Enter the number of hours volunteered – if entering minutes, please be sure that your entry is tracked using decimals and is rounded to the nearest quarter. For example = one and a half-hours would be entered 1.5, 4:45 would be entered as 4.75).
- If you are making multiple entries, click save and log another.
- If this is a single time entry click save.
- Your hours of service will be logged and approved by an administrator once reviewed.

How to upload a document in to your profile:

- Click on the **[MENU] bar**, click **[My Profile]**, click **[Additional Information tab]**
- **Scroll down to [Files to be uploaded]**
- **Scroll to the field where you want to upload a file.** If a file has already been uploaded to the field, you will see its name underscored (you can click on that link to open the file). There is also a checkbox to enable you to remove that file before uploading a new file.
- **Beside the field you wish to upload a file to**, click the button to **select a file**. Depending on the browser you are using, you will see wither **[choose file] OR [Browse]**
- Follow the steps in your browser's file manager to select the desired file to upload and click the **[Open]** button
- Back in the Custom Fields section, click the **[Save]** button

How to access a file:

- Click on the **[MENU] bar**, click **[File]**
- Click on the arrow to the right of the document that you wish open
- Print, save or forward the document.

How to access online training:

- Click on the **[MENU] bar**, click **[My Profile]**, click **[Training]**
- Click on the arrow to the right of the training module that you wish to review.
- Complete the training module and your training will automatically be recorded as completed within your profile.