My Service Log Staff Guide

http://www.idaho.myservicelog.org/

How to enter a member:

1. On the left-hand tool bar, click **Members.**

2. From the **Available Actions** drop down box, select **Add New Member.**

3. Under **Program Participation,** you must check the box next to **AmeriCorps** and select appropriate **Starting Period.**

4. At a minimum, enter in the member's name and email address. You or the member can fill out details under **Member Details** and **Educational Information.** These fields will be available for the member to edit.

5. Select the appropriate **AmeriCorps Membership Type** from the drop down box**.**

6. Click **Save.** A password will automatically be generated.

7. From the **Available Actions** drop down box, select **Send Member Password.** You can do this now, or come back later and send their password closer to the orientation time.

8. Click the **Contact** tab and continue to the contact page.

9. Enter in one address for your records. Encourage the members to fill out the other address and emergency contact information. Save and continue.

10. The **Documentation** section can be used for your own records.

11. Continue to **Enrollment**. Click on **AmeriCorps (1st Enrollment)** or **AmeriCorps (2nd Enrollment)** or **AmeriCorps Recovery** depending on whether this is your member's first or second year of service or if they fall under the Recovery Grant.

12. Carefully enter in all necessary information. Please ensure that you are entering the appropriate grant year. Make sure your member is labeled **Active** by the end of orientation. Members cannot log hours until they are active.

13. Note: You can view your member's total service and training hours under the enrollment section of their profile.

How to view member profiles

1. On the left-hand tool bar, click **Members.**

2. If you do not see your list of members, change the drop down box that says **Active** to **Prospective** or **All Statuses.**

How to Add a Service Site:

1. Under **Positions and Events,** click on **Service Partners & Service Positions.**

2. From the **Available Actions** drop down box, select **Add Service Positions.**

3. On the next screen, click **Save.**

4. **New Service Site Information:** you must enter at least the **name** of your service site. You can add in the other details at a later time if needed.

5. In the **Site Supervisor Information** section, fill in all the boxes that you are able to. You will not be able to edit this section at a later time.

6. Under **Position Information**, you must enter the **Title** at this time. This title is what will appear on the member's time sheet. Please make sure the title is descriptive and appropriate. For example, enter Science Teachers' Aide or After School Program Assistant. Avoid entering something generic like NDA Member.

7. The **Description** box under **Position Information** is very important. Enter the complete service description for your member in this box. If you have multiple members at the site, this description can be customized in another step.

8. After entering the **Description**, choose the appropriate location from the dropdown box (School or Community).

9. **Administrative Settings:** In this section, please select the appropriate grant year. If you want to make this position available to only one member, you can select that member from the **Available** drop box. It is fine to leave the position available to all students.

10. Ensure that the appropriate information is entered in each section and click **Save.**

11. If you need to edit this information at a later time, click on **Service Sites and Positions** and select the site/partner you wish to change. From the **Available Actions** drop down box, select **Edit Position.**

12. If you cannot see your service sites, make sure the appropriate month and grant year are selected at the top of the page. Your service sites will be separated by the location that you assigned. If you have both **Community** and **School** sites, you will see two tabs that you can click on to view your sites.

13. We cannot delete service sites at this time.

Service Agreements:

There are two ways to add a service agreement. You can do the agreement for your member or the member can complete the agreement.

How to add Service Agreements for your members:

1. Under **Member Menu** click on **Service Agreements.**

2. Make sure the appropriate member is selected in the drop down box.

3. From the **Available Actions** drop down box, select **Add Service Agreement.**

4. Under **Select Service Site & Position,** select the partnering site where your member will be serving.

    a. If you do not see your sites listed, check the dropdown box next to **Select an Available Position** at the top. Make sure you are in the appropriate grant year.

5. Make sure the **Title** under **Position Information** is correct.

    a. For example, you have two members serving as Teacher's aides at the same site. In this box, you could label one member as Science Teacher's Aide and the next as English Teacher's Aide.

6. Ensure that the **Position Description** is accurate for the member that you are creating this service agreement for.

   a. Example: You entered a detailed, but generic, description of the teacher's aide position. The member you are creating a service description for is a Science Teacher's Aide and also coaches soccer in the evenings. At the end of the description you entered, you can enter a few sentences about the member's specific role as a teacher's aide and coach.

   b. Your members may not know their exact role during orientation. You can wait a few days to do the service agreement, but just remember that your member cannot log hours until this is completed.

7. **Primary Objective:** This section is not required but can be used to encourage your member to think about their objectives for the year.

8. **Learning Goals:** This section is not required but can be used to encourage your member to think about their learning goals for the year.

9. Once all appropriate information is entered, hit **Save.**

10. <u>If your members initiate the Service Agreement, they follow the exact same steps</u>. By encouraging your members to do this, you will save time and help them to become more familiar with the system.

<u>How to Approve a Service Agreement</u>

1. To approve a service agreement created by a member, click on **Service Agreements** under **Member Menu.**

2. Select your member from the upper right hand corner.

3. You should see a Service Agreement on the page labeled as **proposed.**

4. Click on the service agreement.

5. Read over the agreement carefully. You have a few options from this point. Click on the **Available Actions** box in the top right corner. You can:

   a. **Edit Agreement:** If something needs to be changed in the Agreement, you can make the changes yourself.

   b. **Ask members to revise or print Agreement:** If the member mentions a prohibited AmeriCorps activity, you can ask them to revise the agreement and put in the correct language. Once you click on this option, a box will appear where you can type your message. Hit save, and an email will be sent to the member.

   c. **Approve agreement and notify student.** If you do not have a problem with the Agreement, you can chose this option.

6. If there is something wrong with the Agreement, you can click on the **Open a new case** drop down menu and select options such as **Missing information** or **Not appropriate for AmeriCorps.**

7. Once you approve an agreement, the status will change to **Active.**

8. Active agreements can be cancelled, but not deleted. You can delete a proposed agreement as long as hours have not been logged against that agreement.

Service Agreement Note:

If you have a member that serves at more than one site, they can have two service agreements. For example, you have a member that serves as a teacher's aide during the day, but serves at a separate community center in the evenings. You will need to create a Service Site for both of these locations. Your member will then create a Service Agreement for both of the sites. When your member logs their hours, they will have the option to log hours against either site.

<u>Time sheet/ Hour Log Process</u>

1. Members enter their hours online.

2. At the end of the week/month, members will print and sign their time sheets.

3. Members will get their timesheets signed by their Site Supervisor.

4. The time sheets will be given to the Program Director who will approve the hours in My Service Log.

<u>How to Approve Member Hours</u>

1. Under **Member Menu** click on **Hour Logs**. The hour log page will open in **Report** view.

2. Choose member name from the drop down box in the top right.

3. Select the appropriate month on the dark gray bar that reads **Hour Log Report for Member Name.**

4. Select the time frame you wish to view (weekly, two week periods, or monthly) in the drop down menu next to **Show hours in:**

5. If you agree with the hour entered, check the program approved box and save.

6. If there is a problem with the hour logs, select the appropriate issue from the **Open a New Case** dropdown menu. This will notify the member of the problem.

7. If you would need to print a timesheet, click on **Available Actions** and chose print. A pdf or html link will come up. You will see three signature lines at the bottom: Member, Site Supervisor, and Program Administrator (Program Director).

<u>How to Enter Member Hours</u>

1. Under **Member Menu** click on **Hour Logs.** Click on the **Log Entry** tab.

2. To enter service hours, enter the **hours, minutes, and date.** Select the **Primary Position (Agreement)** from the dropdown menu.

3. To enter training hours, enter the **hours, minutes and date.** Select the **Training Event** from the dropdown menu.

4. To enter service hours for a group service activity such as AmeriCorps week, enter the **hours, minutes, and date.** Select the **Other Position (Non-Agreement)** from the dropdown menu. *See section on Community Service Projects and Other Positions.

5. The **Calendar View** on the **Log Entry** page allows you to see a three-month view. The highlighted dates are the dates that your member has entered their hours.

6. The **Complete Hours Log** on the **Log Entry** page allows you to see a list of entries. You can click on a specific date to view the entry or change the number of hours entered.

7. After hours have been approved, they cannot be changed!

Training Events

There are two ways to enter training events. You could create a separate training event for each AmeriCorps and on-site training. This would add up to a lot of events over the year and a lot of extra work. Instead, you can create one training event for each category. The date would not be correct, but members would continue to log hours against the same event for the entire year.

Here is a list of the training events that you will need to create:

1. Orientation and Mid-year Training
2. You can also enter your own training events including Bi-weekly AmeriCorps Team Member Training, (Site Name) On Site Training etc.
3. Members can also suggest their own training events if they attend a workshop outside of AmeriCorps and their site that they would like credit for attending.

How to Enter Training Events

1. Under **Positions and Events**, click on **Training Events.**

2. Click **Available Actions** and select **Add Event.**

3. Fill in the necessary information under **Title** and **Description**.

4. Select any date within your program year. It will be easiest to use one date for all your trainings. This date will appear next to the training event, but members can continue to log hours against this training event throughout the year. Click **Save.**

5. To view your training events, click on **Training Events** under **Positions and Events**. If you do not see your training events, make sure the appropriate month is selected at the top of the page.

Community Service Projects and Other Positions

Throughout the year, members may have the opportunity to participate in other community service projects such as the ones organized by Program Directors during AmeriCorps week or MLK day of service. In order for the members to log hours against a community service project, you will have to create a new service site following the same steps outlined in the Service site section. You can title this event MLK day of Service, AmeriCorps Week Service Activities, or whatever you feel is appropriate. Under the description, list the activities that the member will be doing such as planting flowers in a park or working at a soup kitchen.

Once you create this service site, your members will be able to log hours against it. You will not have to create a service agreement for this position. When entering the hours, members will select the appropriate option from the **Other Position (Non-Agreement)** dropdown menu.

<u>How to Change Staff Information and Passwords</u>

Under **Administration Menu**, click on **Manage Staff.**

Click on your name and you will be able to change the necessary fields.

My Service Log Member Guide

http://www.idaho.myservicelog.org/

My service log will be used throughout the year to track your hours. Proper records of your hours are needed for you to be eligible to get your education award.

My Service Log features include:

- Ability to update your Member profile at any time
- Set goals and identify objectives for your year of service by creating a Service Agreement
- Enter your service hours online
- View past time sheets electronically anytime and anywhere
- Keep track of your total number of completed hours

How to access My Service Log:

1. Go to **http://www.idaho.myservicelog.org/**

2. Enter in your email address and six-digit password. You should have received an automated email with this password.

How to update your profile:

1. On the left-hand tool bar, click **Member Profile** under **Member Menu**.

2. The **General** section of your profile will appear. On this page, you can change your password, add in member details, and add educational information. Please do not change your AmeriCorps membership type. When finished, click **Save.**

3. Click the **Contact** tab and continue to the contact page. Please enter in your current, permanent, and emergency contact information.

4. The **Documentation** section can be used for your own records.

5. Click on **Enrollment** to view your enrollment information. Click on **AmeriCorps (1st Enrollment), AmeriCorps (2nd Enrollment)** or **AmeriCorps Recovery** depending on whether this is your first or second year of service or if you fall under the Recovery Grant. If you are not sure, ask your Program Director.

6. You can view your total service and training hours in the enrollment section of your profile under **AmeriCorps Hour Totals.** You will see three columns:

a. Member Logged-the number of hours you have entered

b. Program Approved-the number of hours approved by your Program Director

<u>How to Add Service Agreements</u>:

1. Under **Member Menu** click on **Service Agreements**.

2. From the **Available Actions** drop down box, select **Add Service Agreement.**

3. Under **Select Service Site & Position**, select your service site.

    a. If you do not see your site listed, check the dropdown box next to **Select an Available Position** at the top. Make sure you are in the appropriate service year.

4. Make sure the **Title** under **Position Information** is correct.

    a. If the box only says "Teacher's Aide," you can change the title to Science Teacher's Aide, Elementary School Teacher's Aide etc.

5. Ensure that the **Position Description** that your Site Supervisor entered is accurate.

    a. Example: A detailed, but generic, description of the teacher's aide position is entered. You assist 4^{th} and 5^{th} grade teachers and tutor math after school each day. At the end of the description, you can add in details such as which grade you will work with and that you will also be tutoring math in the evenings.

    b. You may not know your exact role during orientation. You can wait a few days to do the service agreement, but just remember that you cannot log hours until this is completed.

6. **Primary Objective:** Your Site Supervisor may not require this section, but you are encouraged to think about your objectives for the year.

7. **Learning Goals:** This section also is not required, but can be used to help you think about what you hope to learn during your year of service.

8. Once all appropriate information is entered, hit **Save.**

9. This agreement will now be submitted to your Site Supervisor for approval. It will appear as **proposed** under your service agreement section. The agreement will change to **active** once it has been approved.

Note: You may have more than one service agreement. For example, members that work at a school during the day and volunteer at a separate community center in the evenings will need two different service agreements. If you teach, tutor, and coach at the same school, you can combine this into one service agreement.

<u>Time sheet/ Hour Log Process</u>

1. Members enter their hours online.

2. At the end of the week/month, members will print and sign their time sheets.

3. Members will get their time sheet signed by their Site Supervisor.

4. The timesheets will be given to the Site Director who will approve the hours in My Service Log.

5. Site Directors will send signed and approved time sheets to the National Office.

How to Enter Hours

Hour Log Entry

1. Under **Member Menu** click on **Hour Logs.** Click on the **Log Entry** tab.

2. To enter service hours, enter the **hours, minutes and date.** Select your **Primary Position (Agreement)** from the dropdown menu.

3. To enter training ours, enter the **hours, minutes and date.** Select the **Training Event** from the dropdown menu.

   a. When you select the appropriate AmeriCorps or on-site training event, it is OK if a different date is listed next to the training event.

4. To enter service hours for a group service activity, enter the **hours, minutes, and date**. Select **Other Position (Non-Agreement)** from the dropdown menu.

   a. Throughout the year, you may have the opportunity to participate in other community service projects such as the ones organized by Program Directors during AmeriCorps week or MLK day of service. You do not have to create a service agreement for this activity. Simply select the appropriate activity from the **Other Position (Non-Agreement)** dropdown menu.

5. The **Calendar View** on the **Log Entry** page allows you to see a three-month view. The highlighted dates are the dates that you have entered hours.

6. The **Complete Hours Log** on the **Log Entry** page allows you to see a list of entries. You can click on a specific date to view the entry or change the number of hours entered.

7. After hours have been approved, they cannot be changed!

View and Print Timesheets

1. To view your time sheet, click on the **Report** tab next to the **Log Entry** tab.

2. Select the appropriate month on the dark gray bar that reads **Hours Log Report for Member Name**

3. Select the time frame you wish to view (weekly, two week periods, or monthly) in the drop down menu next to **Show hours in:**

4. To print your time sheet, go to **Available Actions** in the upper right corner and select one of the two **Print** options.

How to Enter Training Events

You will need to create your own training event if you receive training outside of AmeriCorps and your site. An example would be attending a workshop or conference. Before creating the training, speak with your site director to see if you can use these training hours towards your total.

1. Under **Positions and Events,** click on **Training Events.**

2. Click **Available Actions** and select **Add Event**
3. Fill in the necessary information under **Title** and **Description**
4. Select the date and time of the training. Click **Save.**
5. To view your training events, click on **Training Events** under **Positions and Events**. If you do not see your training events, make sure the appropriate month is selected at the top of the page.