

Online Reporting System (ORS) Training Manual

Prepared for Rock and Walworth Counties

Julie Hill

Horticulture Outreach Specialist

Rock and Walworth Counties

262-741-4958

julie.hill@wisc.edu

Master Gardener Volunteers make a difference in lives and communities across the state. Our online reporting system (ORS) is one way we collect the important data we need to tell these stories. The hours you contribute to a given activity and the number of people you reach are important elements of the story. This manual is designed to help volunteers log in to ORS, report hours and answer frequently asked questions (FAQs).

Visit the ORS login site:

https://volunteers.wimastergardener.org/vms/sec_Login/



Extension

UNIVERSITY OF WISCONSIN-MADISON



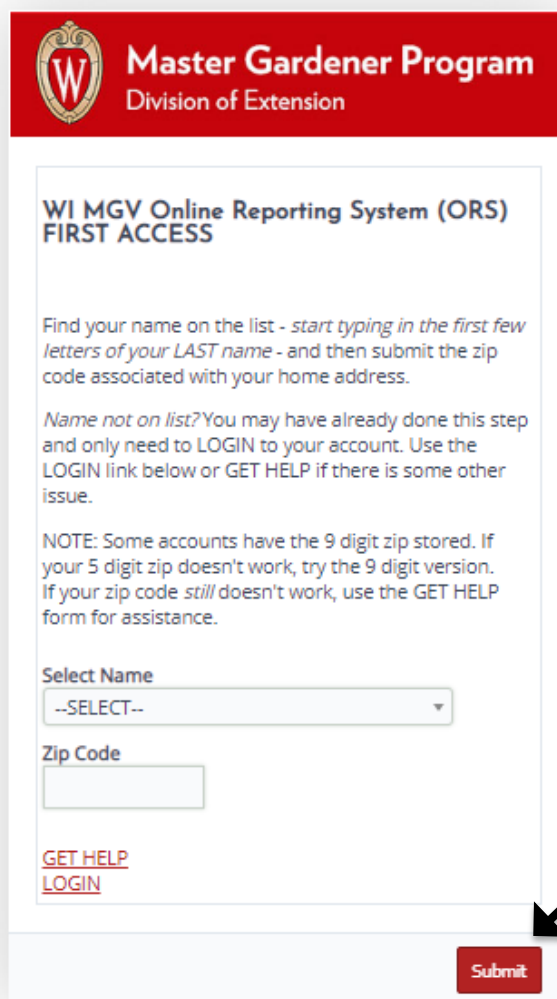
ORS: How to Activate Your Account

Master Gardener Volunteers make a difference in lives and communities across the state. Our online reporting system (ORS) is one way we collect the important data we need to tell these stories. The hours you contribute to a given activity and the number of people you reach are important elements of the story.

1. First-time users will need to activate their account.

Go to: https://volunteers.wimastergardener.org/vms/mg_access_form/

2. **Find your name in the drop down under “Select Name” and enter your Zip Code, then select SUBMIT.** Just start typing your first OR last name in the Select Name field and it will automatically filter through all the names to bring up those with a partial or full match.



Master Gardener Program
Division of Extension

WI MGVS Online Reporting System (ORS)
FIRST ACCESS

Find your name on the list - *start typing in the first few letters of your LAST name* - and then submit the zip code associated with your home address.

Name not on list? You may have already done this step and only need to LOGIN to your account. Use the LOGIN link below or GET HELP if there is some other issue.

NOTE: Some accounts have the 9 digit zip stored. If your 5 digit zip doesn't work, try the 9 digit version. If your zip code *still* doesn't work, use the GET HELP form for assistance.

Select Name
--SELECT--

Zip Code

[GET HELP](#)
[LOGIN](#)

Submit

3. Create a username and password.

4. Check off the agreements

Volunteer Expectations Agreement

Assumption of Risk

Consent for Emergency Treatment.

There is also a Photo Release which you do not have to accept, but you have to provide an answer. Once those are all checked, click on the green box that says

“Save Profile” (on the right side at both top and bottom)

ORS: How to Add Counties to Your Profile

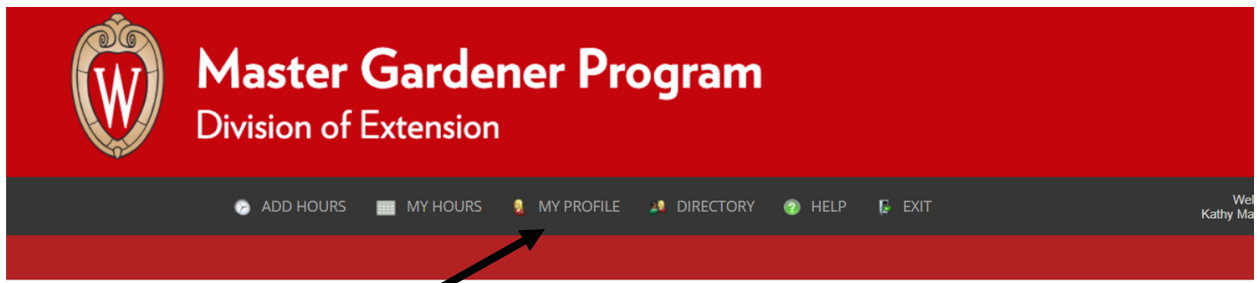
If you have projects that you volunteer at in multiple counties (geographically), you will need to add those counties to your profile.

This becomes important when you report hours because the project will be stored in the county where it is geographically located.

Your hours will still count toward your home county. The MGP State Office can assign them to the correct county behind the scenes.

Here is how to do it:

1. Login and access My Profile



These videos are best watched at FULL SCREEN, 1080p RESOLUTION. The CHROME browser is preferred but not absolutely necessary.

How to watch:

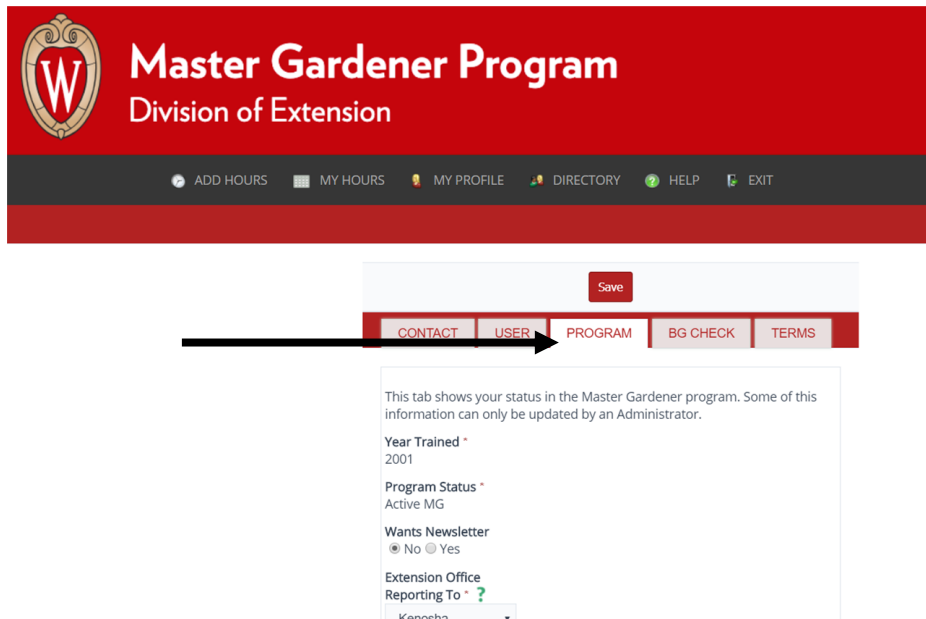
1. Start playing the video in this page
2. Click the gear icon in the lower right and make sure Quality is set to Auto 1080p
3. Click the bracket icon to open to full screen
4. If the bracket icon is greyed-out and does not do anything, see below

Please note that some browsers will not allow full-screen presentation of these videos *from within this page*. In that case, start playing the video in this page, THEN please click the YouTube icon at the bottom right and watch them at YouTube, where you will be able to view them at full-screen. You should also watch them at the highest resolution, which is 1080p HD.

Watch these in order or refer to them by subject as desired. At the top left of the video player, there is a menu icon with an arrow. Clicking that will open the menu of all videos in the playlist. You can then browse and choose a video to watch.

These videos were produced specifically for MGVs.

2. Select Program



Master Gardener Program
Division of Extension

ADD HOURS MY HOURS MY PROFILE DIRECTORY HELP EXIT

Save

CONTACT USER **PROGRAM** BG CHECK TERMS

This tab shows your status in the Master Gardener program. Some of this information can only be updated by an Administrator.

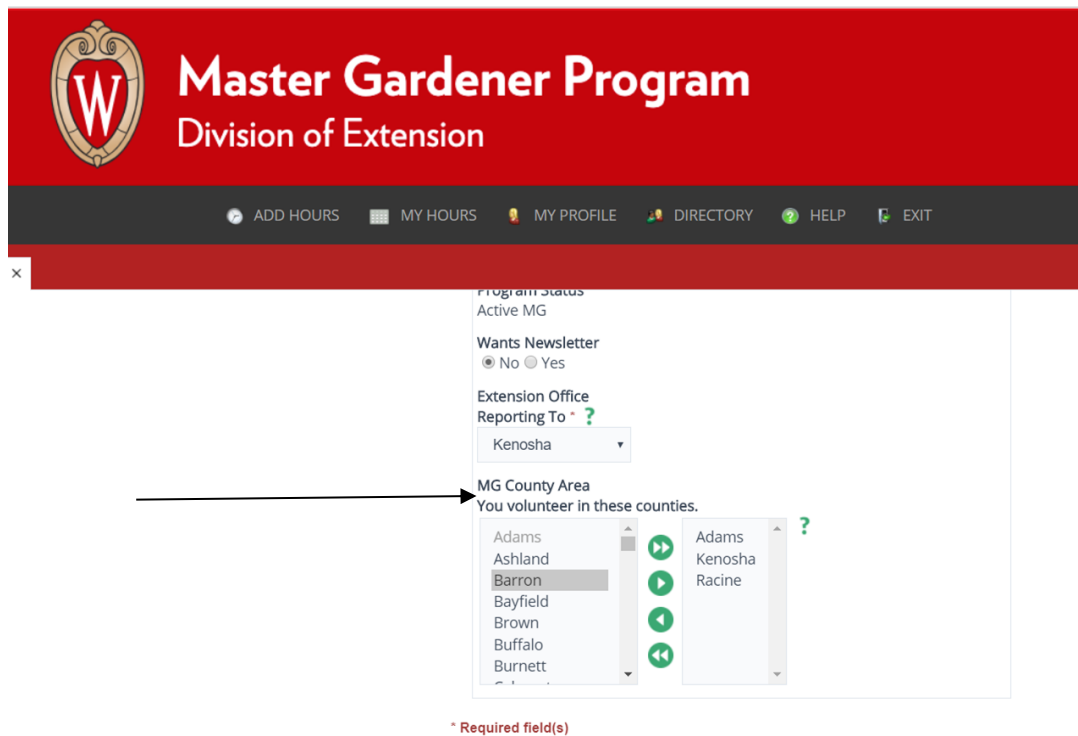
Year Trained *
2001

Program Status *
Active MG

Wants Newsletter
☒ No ☐ Yes

Extension Office
Reporting To * ?
Kenosha

3. Scroll down until you can see MG County Area



Master Gardener Program
Division of Extension

ADD HOURS MY HOURS MY PROFILE DIRECTORY HELP EXIT

Program Status
Active MG

Wants Newsletter
☒ No ☐ Yes

Extension Office
Reporting To * ?
Kenosha

MG County Area
You volunteer in these counties.

Adams
Ashland
Barron
Bayfield
Brown
Buffalo
Burnett

Adams
Kenosha
Racine

* Required field(s)

4. Select the county you wish to add and click the green button with one white triangle facing the right. This will add the county on the right hand column. You can add as many counties as you need.

Find the county you wish to add

Click this button. You should see the county move to the right hand column.

* Required field(s)

5. Scroll back to the top and hit Save
6. If you're done updating your profile in the ORS, click Exit to log off.

Save

CONTACT USER PROGRAM BG CHECK TERMS

This tab shows your status in the Master Gardener program. Some of this information can only be updated by an Administrator.

Year Trained *
2001

Program Status *
Active MG

Wants Newsletter
☒ No ☐ Yes

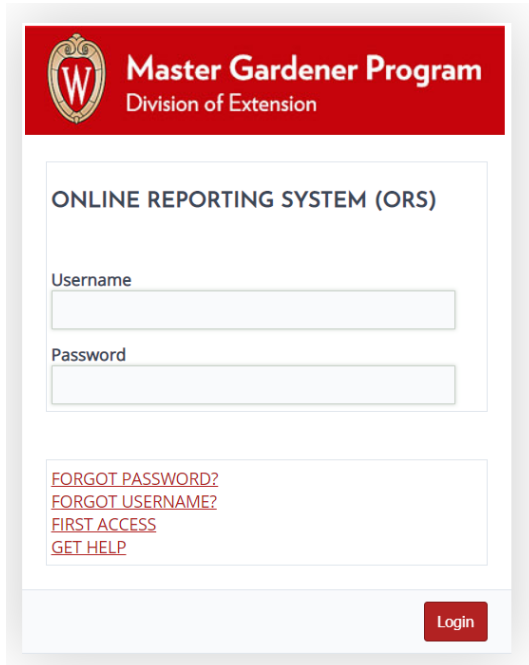
Extension Office Reporting To * ?
Kenosha

ORS: Basic Hours Reporting, Step-by-Step

1. Login:

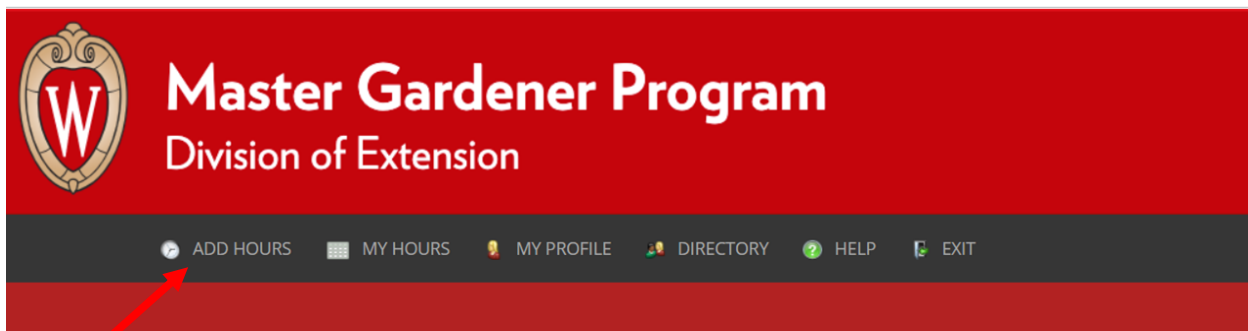
Visit the ORS login site: https://volunteers.wimastergardener.org/vms/sec_Login/

2. Type in your username and password and hit the red Login button



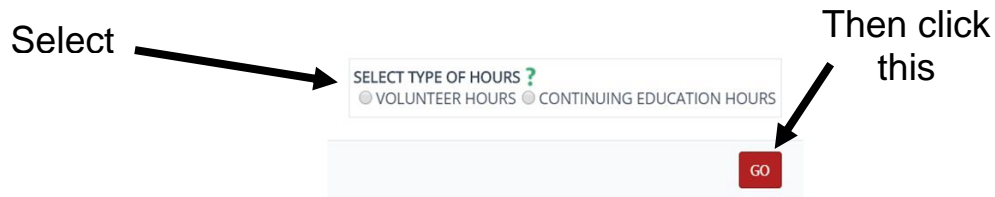
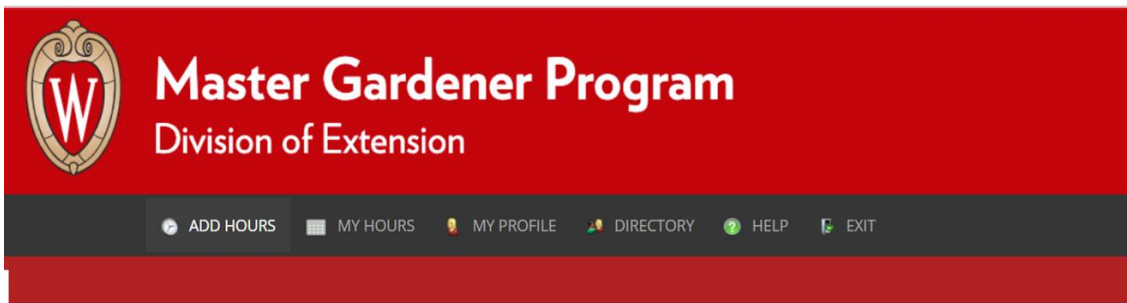
The screenshot shows the login interface for the Master Gardener Program's Online Reporting System (ORS). At the top, there is a red header with the program's logo and name. Below this, the title 'ONLINE REPORTING SYSTEM (ORS)' is displayed. The login form consists of two input fields: 'Username' and 'Password'. Below these fields are four links: 'FORGOT PASSWORD?', 'FORGOT USERNAME?', 'FIRST ACCESS', and 'GET HELP'. A red 'Login' button is located at the bottom right of the form.

3. From the main screen, click Add Hours (see circle)

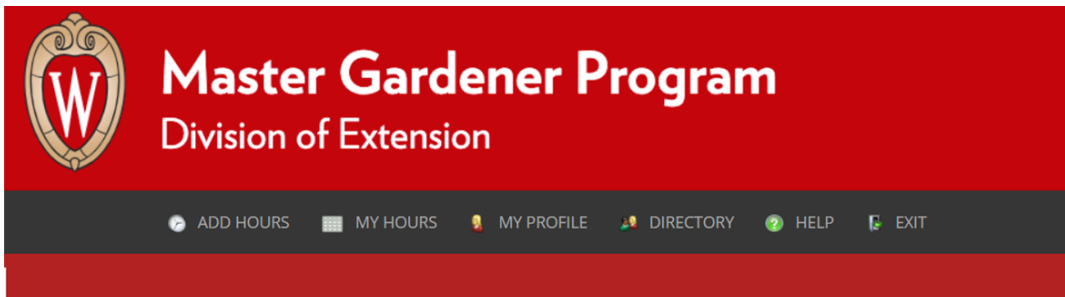


These videos are best watched at FULL SCREEN, 1080p RESOLUTION. The CHROME browser is preferred but not absolutely necessary.

4. Select for the type of hours you want to add. Click the red button Go. (The following protocol shows what to do specifically for Volunteer Hours. The process is very similar for Continuing Education Hours.)



5. **In the Who, When, Where box:** From the drop-down menu, select the county where your project physically took place. (Some people may have more than one, some people only have one. If you have questions about how to add counties to your profile, see the video or consult the specific guide.)



This drops down when you click it. You will see the county (or counties) where you volunteer. Select the county where the project is physically located.

 This screenshot shows the "SUBMIT VOLUNTEER HOURS" form. At the top are buttons for "ADD EDU HOURS", "Add", and "Back". Below is a section titled "SUBMIT VOLUNTEER HOURS" with a "REQUIRED FIELDS(*)" warning. The "WHO, WHERE, WHEN" section contains a "MASTER GARDENER" field with the name "Maddox, Kathy", a "DATE" field with a calendar icon, and a "COUNTY" drop-down menu. An arrow points from the text "Select the county where the project is physically located" to the "COUNTY" drop-down menu.

6. **Select the date the hours took place.** You can type in the date as indicated or click the little blue calendar icon and click to the correct date.

****Please note:** you are NOT REQUIRED to enter hours for each time you volunteered on an individual project. You can enter them in bulk. For example, if you did three separate 4 hours shifts at a Farmer's Market, you can pick one date and enter all 12 hours you did for the year. The specific date is not a critical piece of data but must be entered to keep the system happy, but the hours should be from the reporting year. (Meaning don't enter hours completed in prior reporting years. For example, in 2020, you should enter all hours completed in the 365 days prior to Oct. 1, 2020). If you prefer to enter them in by individual dates, you are also welcome to do that.

ADD EDU HOURS Add Back

SUBMIT VOLUNTEER HOURS

REQUIRED FIELDS(*)
All fields marked with an asterisk are required.

WHO, WHERE, WHEN

MASTER GARDENER *
Maddox, Kathy

COUNTY *
--SELECT--

DATE *
MM/DD/YYYY

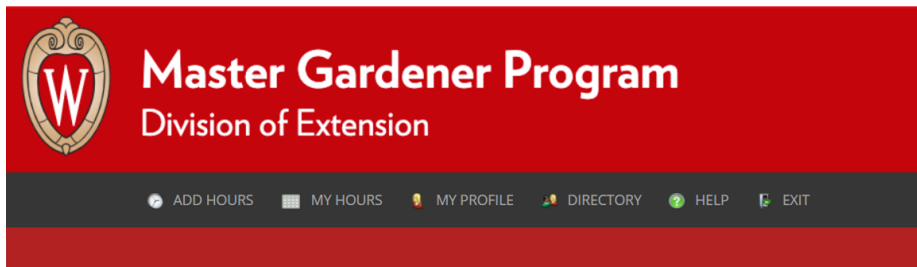
Scroll down to see the rest of the information needed.

7. Fill out the rest of the information. Details and image below.

- a. In the Description box:
 - Select the project name from the drop-down menu. If you have questions or don't see your specific project, contact your local coordinator for guidance.
 - Select the type of work from the next drop-down menu. If you have questions about what each of these mean, there is a box at the bottom called Activity Types Explained. (You may need to scroll down.) Click that and read if needed.
 - Enter a *very brief* description of the work you did.

Continued.....

- Hours: Enter in the number of hours you volunteered. (Remember, you can enter bulk hours for the entire year if you wish.) Decimals are ok, too: ex. 2.5 hours
- Contacts: depends on the project; if possible enter the number of people you interacted with.



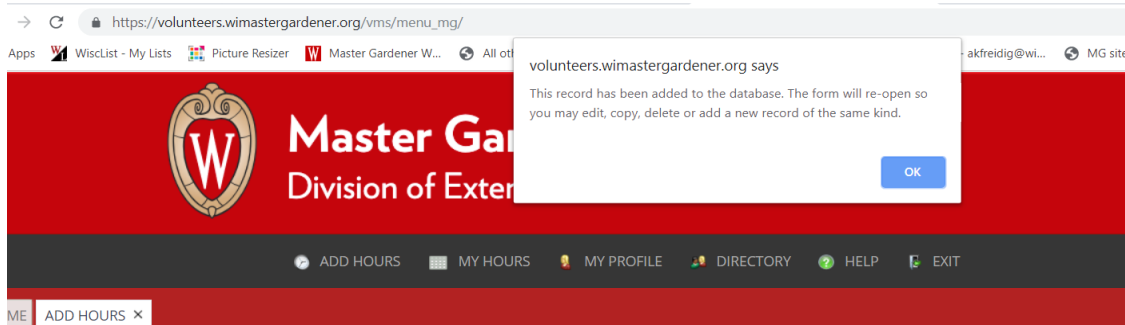
Must be filled in.

A screenshot of the 'ADD HOURS' form. It has a light grey background. The fields are: 'PROJECT' with a dropdown menu, 'SELECT TYPE OF ACTIVITY' with a dropdown menu, 'DESCRIPTION' with a text area, 'HOURS' with a text input, and 'NUMBER OF CONTACTS' with a text input. Red arrows point from the text 'Must be filled in.' to the 'PROJECT', 'SELECT TYPE OF ACTIVITY', 'HOURS', and 'NUMBER OF CONTACTS' fields. A black arrow points to the 'DESCRIPTION' text area.

8. Click the red button Add. (You may need to scroll down.)

A full screenshot of the 'ADD HOURS' form. The form is on a white background. It has a red header with the 'W' logo and 'Master Gardener Program Division of Extension'. Below the header is a dark grey navigation bar. The form fields are: 'SELECT TYPE OF ACTIVITY' with a dropdown menu, 'DESCRIPTION' with a text area, 'HOURS' with a text input, and 'NUMBER OF CONTACTS' with a text input. Below the form is a section titled 'ACTIVITY TYPES EXPLAINED'. At the bottom of the form are two red buttons: 'Add' and 'Back'. A black arrow points from the text 'When you're done, click Add' to the 'Add' button.

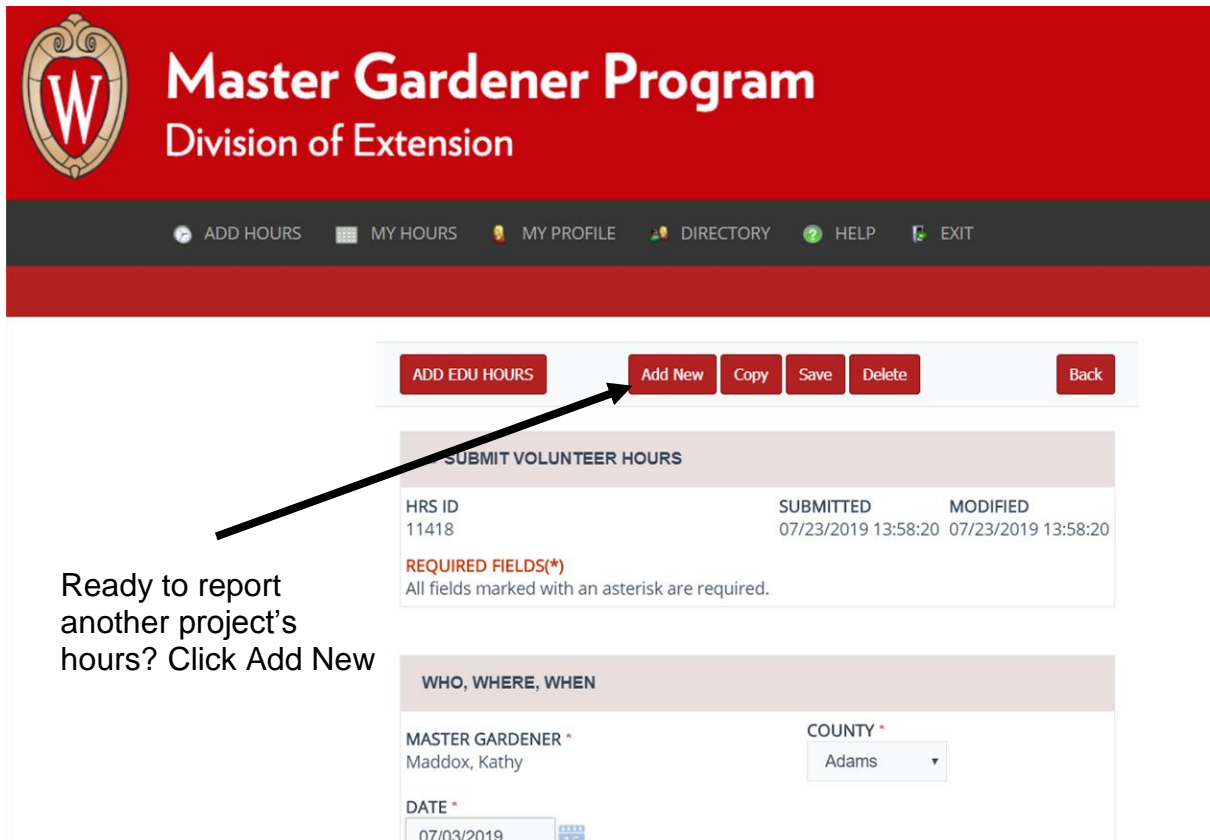
9. A confirmation message will appear at the top of your screen. Read it and click OK. The information you just entered will reappear on the screen. This doesn't mean that your hours weren't submitted to the database- they were! It just appears again so you have chance to edit it if you need to.



10. If you need to edit, click the field where you need to make changes, make the changes, and then click the red Save at the bottom or top. It will say Changes Saved.

A screenshot of the Master Gardener Program website showing the "SUBMIT VOLUNTEER HOURS" form. The form is titled "SUBMIT VOLUNTEER HOURS" and includes a table with columns "HOURS ID", "SUBMITTED", and "MODIFIED". The first row shows "11418", "07/23/2019 13:58:20", and "07/23/2019 13:58:20". Below the table, there is a section "REQUIRED FIELDS(*)" with the text "All fields marked with an asterisk are required." The form also includes a section "WHO, WHERE, WHEN" with fields for "MASTER GARDENER *" (Maddox, Kathy), "COUNTY *" (Adams), and "DATE *" (07/03/2019). At the top of the form, there are buttons: "ADD EDU HOURS", "Add New", "Copy", "Save", "Delete", and "Back". An arrow points from the text "Make changes and then click save to update the record" to the "Save" button.

11. To add another project, click the red Add New button on the top and repeat the process.



Master Gardener Program
Division of Extension

ADD HOURS MY HOURS MY PROFILE DIRECTORY HELP EXIT

ADD EDU HOURS Add New Copy Save Delete Back

Ready to report another project's hours? Click Add New

SUBMIT VOLUNTEER HOURS

HRS ID	SUBMITTED	MODIFIED
11418	07/23/2019 13:58:20	07/23/2019 13:58:20

REQUIRED FIELDS(*)
All fields marked with an asterisk are required.

WHO, WHERE, WHEN

MASTER GARDENER *
Maddox, Kathy

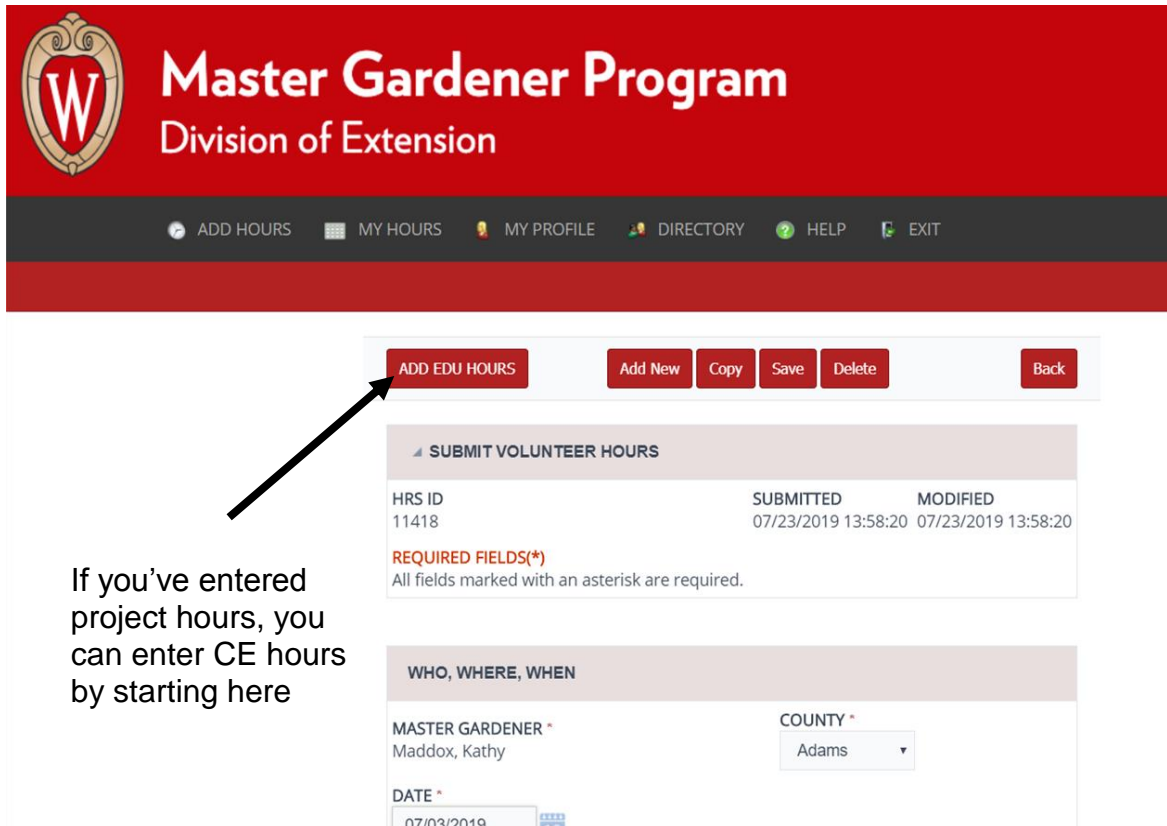
COUNTY *
Adams

DATE *
07/03/2019

12. If you're done entering hours, you can log out of the ORS by clicking Exit.

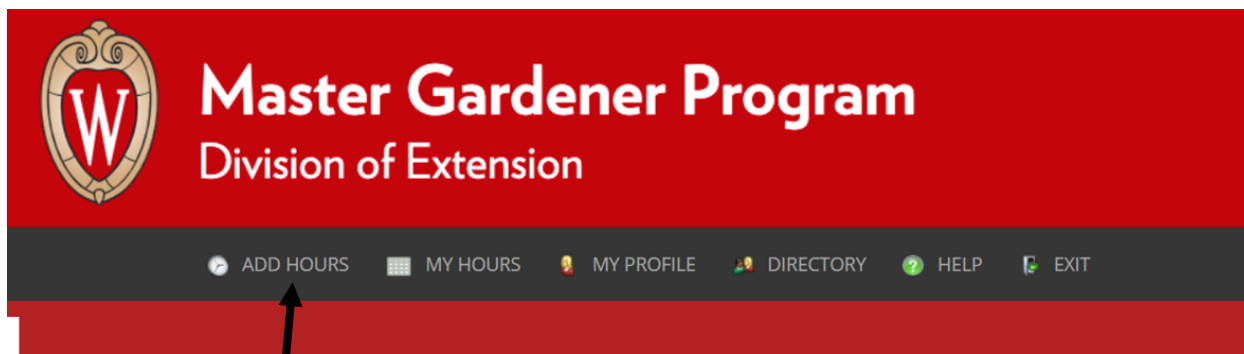
Adding Continuing Education Hours:

1. If you've just finished adding your volunteer hours, click the red **Add New** button and then once the new screen pops up, select the red **Add Edu Hours** button. Alternatively, you can click Add Hours at the top of the screen and select Continuing Education Hours.



If you've entered project hours, you can enter CE hours by starting here

OR see next page.....



Click this first

SELECT TYPE OF HOURS ?

☐ VOLUNTEER HOURS ☐ CONTINUING EDUCATION HOURS

Then select the CE
Hours option

GO

2. **Select a date, add a brief description** (ex. Seminar; Wisconsin Horticulture Update, etc.), number of hours (decimals ok) and click the red Add button. This should look and feel very similar to the Add Hours section.
3. Once you've completed adding your hours, you can Exit to log off.

ORS Frequently Asked Questions (FAQ)

Do I *have to* enter my hours in to ORS? I'm just not good with technology!

Yes, hours must be entered using ORS. It is a requirement to being a Master Gardener Volunteer with the University of Wisconsin-Extension. That being said, help is available! Training sessions for entering hours will be offered as well as by appointment. Ask your fellow MGVs for help or contact your local coordinator if you need assistance (Julie Hill, 262-741-4958, julie.hill@wisc.edu). We are here to help!

Do I need to do a separate entry for every time I volunteer?

The system does allow for you to do multiple or daily entries for your volunteer projects. You are welcomed to do that! Or, if you want to keep track of your hours and enter them all at once, you can do that, too. The important thing is to report your hours as accurately as you can by the annual deadline (October 1).

Do I need to do a separate entry for each continuing education entry?

Like with volunteer hours, you can do multiple entries for your continuing education hours if you wish. You would put the total CE hours earned in the CE Hours field. You can make note of the individual things you did to earn the CE hours in the Description field. Don't forget to hit Add!

Can I volunteer in multiple counties?

Yes! Contact your local coordinator on how to add another county to your profile.

My project isn't listed. Where do I report my hours?

Only approved volunteer projects are listed in ORS. If you believe yours is supposed to be in there, contact your local coordinator (Julie Hill, 262-741-4958, julie.hill@wisc.edu).

My project takes place in a different county than the county where I report my hours. What do I do?

We know MGVs volunteer across county lines and we designed the system to accommodate you. Projects are listed by the geographical location where they take place. You will need to add the specific counties where those projects take place in your account in order for the project to appear. You don't need to be concerned about the

hours being reported to the wrong county. The hours are connected to you and your home county even if you volunteer in another county.

What do I do with the Type of Activity?

It takes all sorts of efforts to make our projects happen! We thought we'd use this system to most accurately tell the story. Consider using these options when reporting hours. Consult with your local coordinator or project leads for the amount of detail they want to capture- it may not be necessary for all projects.

- **Administration / Support:** activities related to the behind the scenes success of projects; includes meetings involving decision making; preparation/recovery of activities
- **Answering Questions / Diagnostics:** activities related to the one-on-one addressing of garden questions
- **Educating Others:** activities related to the engagement of audiences with gardening information, directly or indirectly, such as workshops, symposiums, displays, etc.; Includes your preparation and delivery
- **Gardening:** activities related to the physical aspects of gardening at approved projects
- **Archival Hours / Archival CE Hours:** These are administrative categories to allow us to incorporate hours from the old database into our new one. These should be used only by coordinators.

Once I have entered all my hours, do I need to submit a “final copy” to the state office? Is there some further form/notification I need to complete?

No, there is no additional final submission of hours button or other thing you need to do to notify us that you have completed your hours. Once you've added your hours, they are stored in the ORS and we can immediately see them. You do not need to notify the state office that your hours are submitted nor will you get conformation that your hours have been added. You can always check your hours yourself to see that they are correct.

Do I need to keep track of the number of contacts?

The number of people MGVs come into contact with can be an important indicator on how well we get information distributed to the public. Not all projects require contacts to be reported. Consult with your local coordinator or project lead on how and when to report possible contacts.

Are there any shortcuts?

YES! If you volunteer repeatedly on a project, or want to report on several different types of activities, you can find a previously entered report, copy it, tweak it, and hit SAVE.

I'm trying log in and I can't find my name in the list!

The list of names is only needed when activating your account. Once activated, your name disappears and you enter the ORS by using your username and password at using the Login.

What is "archival"?

Archival information, volunteer hours and continuing education, is the information that was previously reported and recorded in the old database. We had to shoe-horn it into our new system so you see anything from before 2019 listed in this category. That said, we only moved the cumulative volunteer hours into the new system so we can continue to give milestone awards. We did not move all the continuing education hours as they are not used in the same way.

When entering hours, you should not use any of the archival categories. They are for administrative/coordinator use only.

I garden at my local library, and I don't see my project in the list, what should I do?

To simplify reporting, some general categories were added to help group similar activities together.

For example, in Walworth County, individual gardening projects make take place at various public spaces such as a church, library, cemetery, county park, city park, town hall, municipal building, etc. Instead of listing every single location, general categories were created. You can list the specific location of your garden in the description.

Public Garden – Church, Cemetery, Memorial

Public Garden – Library

Public Garden – Municipality

Public Garden – Park

I volunteer at the MG table answering questions at the Lake Geneva Farmer's Market at Horticultural Hall. Which project should I enter my hours?

Please enter them under Farmer's Market in Lake Geneva. The Horticultural Hall project is for gardening projects that take place at that location.

I presented a gardening talk at my library, where do I enter these hours?

Please enter these hours under "Community Presentations" and depending on the age of the audience, choose Youth or Adult. If the audience was made up of families that included children, choose Youth. Also, enter the number of participants under the "Contacts" field.

I help set up for my local association's meetings. How do I log these hours?

Select the name of the association (for example RPMGA or WCMGVA) for the project name and enter the hours as Administration/Support for "Type of Activity."

Please contact your local coordinator with any questions!

Julie Hill

Horticulture Outreach Specialist

Rock and Walworth Counties

262-741-4958

julie.hill@wisc.edu