Volunteer Information Matching System
Frequently Asked Questions
2014/2015 Season

Web Address: https://my.usfirst.org/FIRSTPortal/Login/VIMS_login.aspx

FIRST Volunteer Resources Department
Questions? Comments? Concerns?
volunteer@usfirst.org
Frequently Asked Questions

General VIMS Questions

What is VIMS?
Who uses VIMS?
Which FIRST programs use VIMS?
I cannot find an event in my area, what should I do?
Who sees the information in my VIMS profile?
How do I complete the FIRST Consent and Release form?
How often do I need to complete the FIRST Consent and Release form?
I am unable to login to my VIMS account, who do I contact?

Event Specific Questions

How do I apply for an event?
How long will it take for me to be assigned to a volunteer role?
How do I find my assignment?
Who do I contact with a direct question about my event, my application, and/or my assignment?

Additional Questions

Where can I find answers to questions I have regarding the Youth Protection Program (YPP) Screening Process?
I am also a Mentor/Coach and have a TIMS account, do I need to be screened in VIMS?
Who do I contact if I have a technical question or concern about VIMS?
Who do I contact if I have input on improving the system?
General VIMS Questions

What is VIMS?
The Volunteer Information and Matching System (VIMS), is the portal FIRST Volunteers use to create a profile, apply to volunteer at an event and complete the Youth Protection Screening Process.

Who uses VIMS?
Any individual that would like to apply to volunteer at a FIRST event must use VIMS.

Which FIRST programs use VIMS?
Volunteers from all FIRST programs are required to use VIMS for official FIRST events (FIRST Robotics Competition, FIRST Tech Challenge, FIRST LEGO League, and Junior FIRST LEGO League).

I cannot find an event in my area, what should I do?
If you are unable to find an event in your area please reach out to your regional contact. You can find your regional contact information on the FIRST regional contacts page: http://www.usfirst.org/regional-contacts

Who sees the information in my VIMS profile?
FIRST staff and the Volunteer Coordinator for your event will have access to the information on your VIMS profile.

How do I complete the FIRST Consent and Release form?
When first creating your VIMS account, or logging into VIMS for the first time annually, you will be prompted to complete the Consent and Release form electronically. You may opt to complete a hard copy of this form for in-person submission at a FIRST event.

If you are unable to complete your Consent and Release form when initially prompted in VIMS, you may login to VIMS at a later date and complete it. You can do this by clicking on the consent and release link found on the left hand navigation.

How often do I need to complete the FIRST Consent and Release form?
The FIRST Consent and Release form must be completed annually.

I am unable to login to my VIMS account, who do I contact?
Please try using the “I forgot my password” link on the VIMS login page. If you are still having trouble, please send an email to volunteer@usfirst.org.
Event Specific Questions

How do I apply for an event?

- Find & Apply to a FIRST Event
  - Click on “Volunteer Role Applications” in the left hand navigation bar.
  - Click on “Apply for an Event”.

- Select a Program
  - Select the State/Province
  - Click “Find Event”

- Events will populate at the bottom of the screen.
  - (Note: Make sure to scroll down if you do not automatically see these events populate.)
  - Click on the “Select” hyperlink, adjacent to the event the User would like to volunteer.

- Fill out the Role Application and Click “Submit” at the bottom of the screen.
  - Fields marked with a Red Dot are required.
  - An automated email confirming your application has been received will be sent to the email address provided. THIS DOES NOT MEAN YOU HAVE BEEN ASSIGNED TO A ROLE NOR SUCCESSFULLY PASSED SCREENING. The User will be sent an email with the assignment once they pass screening and when the Volunteer Coordinator has finalized the assignment.
• “Add Role” to Role Application
  o To Add Role:
    ▪ Select the Role you would like to Add
    ▪ Click on “Add”
    ▪ **Use Green Arrows to order roles for preference.**
  o To Remove Role:
    ▪ Use Green Arrows to move undesired role to “Fifth Selection”.
    ▪ Click “Remove”

**How long will it take for me to be assigned to a volunteer role?**
The amount of time it takes to be assigned to a volunteer role varies by event. This depends on many factors, including the Volunteer Coordinator’s schedule and the event needs. **It is important to note that not all volunteers who apply are assigned a volunteer role.** Volunteers are only assigned an official role if their preferences and time availability match the volunteer needs of the event.

**How do I find my assignment?**
You will be sent an automatic email from noreply@usfirst.org containing your assignment once screening is complete and the Volunteer Coordinator has finalized the assignment(s). Assignments can also be verified by logging into VIMS and looking under “Volunteer Role Assignments” after you have been assigned.

**Who do I contact with a direct question about my event, my application, and/or my assignment?**
The best place to start is to email volunteer@usfirst.org with any questions.
**Additional Questions**

Where can I find answers to questions I have regarding the Youth Protection Program (YPP) Screening Process?

For additional information and/or Frequently Asked Questions about the YPP Screening Process, please visit [http://www.usfirst.org/aboutus/youth-protection-program](http://www.usfirst.org/aboutus/youth-protection-program).

I am also a Mentor/Coach and have a TIMS account, do I need to be screened in VIMS?

If you have completed the YPP screening process in TIMS, you will NOT be asked to be re-screened in VIMS as long as you are signing in with the same user email/password. If you have created a new account in VIMS with a different email, you will be prompted through screening upon applying to an event.

Who do I contact if I have a technical question or concern about VIMS?

A good place to start is to send an email to [volunteer@usfirst.org](mailto:volunteer@usfirst.org)

Who do I contact if I have input on improving the system?

A good place to start is to send an email to [volunteer@usfirst.org](mailto:volunteer@usfirst.org)