



# Volunteer Information Matching System (VIMS) New User Guide 2016/2017 Season

Web Address: [https://my.usfirst.org/FIRSTPortal/Login/VIMS\\_login.aspx](https://my.usfirst.org/FIRSTPortal/Login/VIMS_login.aspx)

*Please use the most updated browser version. If you are working on a campus or company with strong firewalls, please be aware you may encounter issues. We recommend you access FIRST systems on a home network. FIRST systems are not supported by mobile platforms.*

*FIRST Volunteer Resources  
Department*

Questions? Comments? Concerns?  
[volunteer@firstinspires.org](mailto:volunteer@firstinspires.org)

## How to use this User Guide

Each line in the Table of Contents is hyperlinked to that specific topic within the User Guide. One can read from beginning to end or select a topic to read about specifically. Within the document, hyperlinked words or phrases can be clicked and the reader will be redirected to that specific section.

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## Step 1- Click on “Create *FIRST* Account”

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- Navigate to the Volunteer Information Matching System (VIMS) landing page:  
[https://my.usfirst.org/FIRSTPortal/Login/VIMS\\_login.aspx](https://my.usfirst.org/FIRSTPortal/Login/VIMS_login.aspx)
- NOTE: You must be **13 years or older** to volunteer and create a VIMS account.

## 1.1: Read and Accept the “Terms & Conditions”

### FIRST Volunteer Terms and Conditions

#### FIRST Volunteer Terms and Conditions

The information you provide in the Volunteer Information Management System (VIMS) is necessary for FIRST to properly identify and screen FIRST volunteers.

#### FIRST Privacy Policy

FIRST respects the privacy of all those involved in its programs and will protect the information given to it according to the [FIRST Privacy Policy](#).

#### Gracious Professionalism® – A FIRST Credo

As a FIRST volunteer, it is important to understand that [Gracious Professionalism](#) is a FIRST-wide credo. It is a best practice for participants and volunteers alike. It is a FIRST Community initiative that benefits us all. As a FIRST volunteer you have been given the opportunity to take the lead in demonstrating the essence of this most important FIRST tenet.

#### FIRST Code of Conduct

By accepting a volunteer position with us, you have a responsibility to FIRST and to your fellow volunteers to adhere to FIRST's [Code of Conduct](#). When each person is aware that he or she can fully depend upon fellow volunteers to follow this Code of Conduct, then our organization will be a better place to volunteer for everyone.

#### Screening

Please refer to the Youth Protection Program (YPP) screening documents for details on the Youth Protection Clearance process for the United States and Canada. These may be found on the [YPP home page](#), also by using the direct links below:

- [U.S. screening process](#)
- [Canadian screening process](#)

Checking the checkbox ["I have read and agree to these Terms & Conditions"] below indicates:

(a) I am 18 years of age or older.

-or-

(b) If I am not 18 years of age or older, I understand that my parent/guardian may be contacted, and that consent of my parent/guardian will be required for me to volunteer.

I certify that the answers given by me to all questions on this application system are, to the best of my knowledge and belief, true and correct and that I have not knowingly withheld any important facts or circumstances. I understand that my omission or misrepresentation of fact in this application may result in refusal of or separation of volunteer service upon discovery of such omission or misrepresentation.

If you do not wish to check the box below, you may exit VIMS using the **Logout** link at the top of the screen.

I have read and agree to these Terms & Conditions.

OK

## 1.2: Fill out the User Profile

- Fields marked with a **Red Dot** are required.
- NOTE: Please use your LEGAL NAME and LEGAL ADDRESS. Screening is linked to the email associated with this User Profile. Any misinformation may delay the screening process. Once entered, any change in the LEGAL NAME must be addressed by the Youth Protection Department at *FIRST*. Please contact them at [safetyfirst@firstinspires.org](mailto:safetyfirst@firstinspires.org).

The screenshot shows a web form titled "Your Profile" with a dark blue header. Below the header, a legend indicates that a red dot next to a field name signifies a required section or field. The form is divided into sections. The "NAME" section includes a text box for "Prefix" and four text boxes for "Legal First Name", "Legal Middle Name \*", "Legal Last Name", and "Suffix", each with a red dot. Below these is a checkbox with the text "\* If you have no middle name, please check this box:". The "Date Of Birth" section has a text box with "(mm/dd/yyyy)" below it and a red dot. The "Gender" section has two radio buttons for "Male" and "Female", both with red dots. The "Preferred First Name" and "Preferred Last Name" sections each have a text box and a red dot. A note below these fields says "Enter your name as you wish it to be used in contact listings, badges, and nametags."

## 1.3: Consent and Release

Every volunteer must sign the *FIRST* Consent and Release form, either electronically in VIMS or by bringing a physical copy to the event they are volunteering for.

### To Sign Electronically

- Read the Consent and Release form (make sure to scroll to the bottom)

## Consent and Release

### FIRST Volunteer Consent and Release Agreement

Participant First Name: \_\_\_\_\_ Participant Last Name: \_\_\_\_\_ Parent/Guardian Name  
Legal First Name Legal Last Name (if participant is under 18 years old): \_\_\_\_\_  
Participant Date of Birth [mm/dd/yyyy] (if participant is under 18 years old): \_\_\_\_\_ Email Address (of Parent/Guardian if participant is under 18 years old, of participant otherwise): \_\_\_\_\_  
tdegio@usfirst.org  
Participant Address: \_\_\_\_\_ Participant City: \_\_\_\_\_ Participant State/Prov.: \_\_\_\_\_  
Address Listed City Listed State/Province Listed  
Participant Country: \_\_\_\_\_ Participant Program/Team Number: \_\_\_\_\_  
Country

If changes are required, visit Your Profile (above right)

The Participant identified above ("Participant") desires to participate (as a team member, coach, mentor, judge, or in some other manner) in the FIRST® Robotics Competition, FIRST Tech Challenge, FIRST LEGO® League, Junior FIRST LEGO League, or another FIRST program (the "Programs"). As a condition of allowing Participant to participate in a Program, United States Foundation for Inspiration and Recognition of Science and Technology ("FIRST") requires that the Participant (by his or her Parent/Guardian if under 18 years of age) agree to the terms of this Consent and Release Agreement.

1. Participant (and the Parent/Guardian of a Participant under 18 years of age) understands that participation in the Program will expose Participant to risks of injury including, without limitation, injury from: building, lifting, and using electrical/mechanical robots and robot components; using tools; other participants; dancing and other associated activities. Participant (and the Parent/Guardian of a Participant under 18 years of age) understands that FIRST does not select, employ, supervise or otherwise exercise authority or control over the coaches, mentors, and other participants in the Program. Participant, if 18 years of age or older, acknowledges and agrees that he/she is primarily responsible for his/her safety. The Parent/Guardian of a Participant under 18 years of age

- Click on "Checking this box constitutes my online signing of this Consent and Release Agreement".
- Click on "OK/Close Form"

Participant (and the Parent/Guardian of a Participant under 18 years of age) has read this document and understands that this Consent and Release Agreement includes a waiver of the right to make injury claims that is intended to be legally binding. By signing below, Participant (and the Parent/Guardian of a Participant under 18 years of age) agrees to this Consent and Release Agreement.

Please select one of the options below.

- Checking this box constitutes my online signing of this Consent and Release Agreement.** Name of Signer: \_\_\_\_\_  
Date: \_\_\_\_\_
- I am printing this Consent and Release Agreement for in-person submission at a FIRST event.** Signature: \_\_\_\_\_  
Printed Name of Signer: \_\_\_\_\_  
Date: \_\_\_\_\_  
[Print Agreement](#)
- I will complete the Consent and Release Agreement at a later time.**

[OK / Close Form](#)

## To Sign a Physical Copy

- Click on "Consent and Release" Link on left hand navigation.
- Read the Consent and Release form.
- Click on "I am printing this Consent and Release Agreement for in-person submission at a FIRST event"
- Click on "Print Agreement" o A print screen will pop up.
  - o Print this form, sign and bring to the FIRST event you are volunteering form.
  - o NOTE: If you are volunteering for multiple events, you must print and sign this form for each event.
- Click on "OK/Close Form".

Please select one of the options below.

Checking this box constitutes my online signing of this Consent and Release Agreement. Name of Signer: \_\_\_\_\_  
Date: \_\_\_\_\_

I am printing this Consent and Release Agreement for in-person submission at a *FIRST* event. Signature: \_\_\_\_\_  
Printed Name of Signer: \_\_\_\_\_  
Date: \_\_\_\_\_  
[Print Agreement](#)

I will complete the Consent and Release Agreement at a later time.

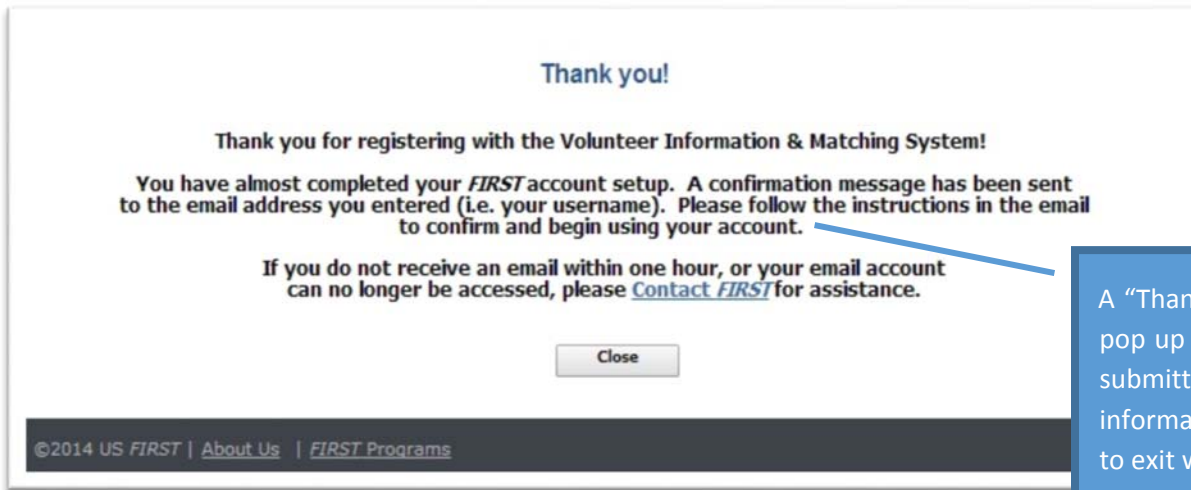
[OK / Close Form](#)

## To Complete the Consent and Release Agreement at a Later Time

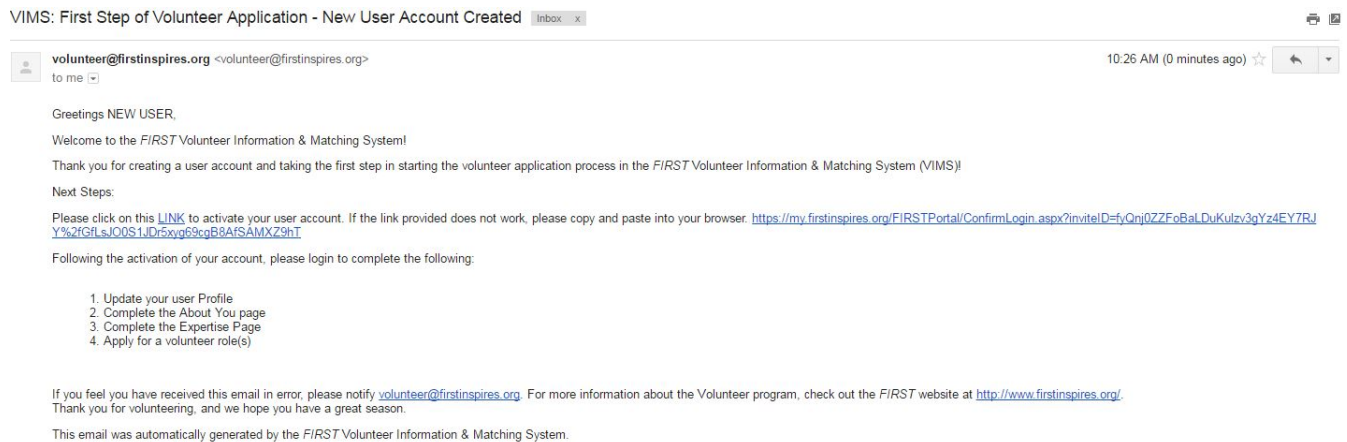
If you choose to complete the Consent and Release Agreement at a later time, or to update your previous selection, you may access it at any point from the left hand navigation.

The image shows a vertical navigation menu on the left side of a page. The menu items are: My *FIRST* Account, LogOut, Your Profile, VIMS, About You, Expertise, Volunteer Role Applications, Terms & Conditions, and Consent & Release. The 'Consent & Release' item is highlighted in yellow. A blue callout box with a white border points to this item, containing the text: 'You may update your selection at any time by clicking Consent & Release'.

## Step 2: Activate Account



- An automated email will be generated by VIMS and sent to the email address provided by the User. Please click on the link provided within the email to activate the account.
- NOTE: If you do not see this email, please check your SPAM folder.



- This link will redirect you to a confirmation page in VIMS. Click on “Go to VIMS Login” to continue registering. At this time, the User can stop and return to VIMS at a later time to finish registration. Click “Close” to exit and continue later.



**Congratulations, you have successfully activated your *FIRST* account!**

**You can now log into VIMS, which will guide you to complete the sections below.  
When you Save each section, it will automatically take you to the next one in sequence.**

- **About You**
- **Expertise**
- **Volunteer Role Applications**

Go to VIMS Login

Close

This button will redirect you to the VIMS landing page. Log in with the email/password you have just registered

## Step 3: Log into VIMS and complete the “About You” and “Expertise” sections

- Fields marked with a **Red Dot** are required.
- Once you have entered and saved these sections, you will be able to apply to volunteer for *FIRST* events.
- The information provided will help Volunteer Coordinators when assigning you to roles in the events you apply. Addressing dietary restrictions for catering, ensuring that you have the proper shirts size, and any physical limitations that may prohibit certain volunteer roles.

**About You**

• indicates a required section or field

**About You**

• How did you first learn of this volunteer opportunity? (Check/specify all that apply)

<input type="checkbox"/> FIRST VISTA	Specifics:	<input type="text"/>
<input type="checkbox"/> Career fair	Specifics:	<input type="text"/>
<input type="checkbox"/> Tech conference	Specifics:	<input type="text"/>
<input type="checkbox"/> Science conference	Specifics:	<input type="text"/>
<input type="checkbox"/> Teacher or education conference	Specifics:	<input type="text"/>
<input type="checkbox"/> Advertisement on transit	Specifics:	<input type="text"/>
<input type="checkbox"/> Poster	Specifics:	<input type="text"/>
<input type="checkbox"/> Web search	Specifics:	<input type="text"/>
<input type="checkbox"/> FIRST website	Specifics:	<input type="text"/>

**Expertise**

• indicates a required section or field

**Expertise**

• **FIRST Experience (300 characters max.):**  
Please list your professional and/or *FIRST* experience to better assist us in making Volunteer Role Assignments.

• **FIRST Volunteer Since** (Never volunteered) ▼

Team Involvement: Please specify if you are or have been involved with a *FIRST* team.

[FIRST Robotics Competition](#) Team Number:  Season (most recent):

[FIRST Tech Challenge](#) Team Number:  Season (most recent):

Make sure to list any experience that may be relevant to volunteer roles that you may interested in.

## Step 4: Find & Apply to a *FIRST* Event

### My Volunteer Role Applications & Assignments Page

- **Volunteer Role Applications Section** - Submitted Applications will appear under “Volunteer Role Applications”. You will be able to edit/delete applications at any time leading up to the event and prior to being assigned by the Volunteer Coordinator.
- **Volunteer Role Assignments Section** - Assigned Roles will appear under “Volunteer Role Assignments”.
  - NOTE: Assignments will only appear once the event Volunteer Coordinator has made a finalized assignment. If you can no longer volunteer after the assignment has been made, please communicate directly to the Volunteer Coordinator of that event.

### Applying to an Event

- Click on “Volunteer Role Applications” in the left hand navigation bar.
- Click on “Apply for an Event”

The screenshot shows the 'My Volunteer Role Applications & Assignments' page. At the top, there is a blue header with the page title. Below the header, there is a button labeled 'Apply for an Event'. The main content area is divided into two sections: 'Volunteer Role Applications' and 'Volunteer Role Assignments', both showing '> None Found'. On the right side, a dropdown menu is open, listing various options: 'My FIRST Account', 'LogOut', 'Your Profile', 'VIMS', 'About You', 'Expertise', 'Volunteer Role Applications', 'Terms & Conditions', and 'Consent & Release'. A blue arrow points from the 'Volunteer Role Applications' option in the dropdown menu to the 'Apply for an Event' button on the page.

- Select a Program
  - NOTE: Multiple programs may be in your area. You are able to search multiple events at the same time. If something a program/event is not listed, please use your regional contact.
- <http://www.firstinspires.org/about/contact-us>
- Select the Country
- Select State/Province OR type in your Zip/Postal Code
- Click “Search Events”

**Select Event(s)**

• indicates a required section or field

**Apply for an Event**

• **Select Program(s):**

- FRC - [FIRST Robotics Competition](#)
- FTC - [FIRST Tech Challenge](#)
- FLL - [FIRST LEGO League](#)
- Jr.FLL - [Junior FIRST LEGO League](#)

• **Select Country:**

• **Select one of the following options:**

- > **Select State/Province**  - or -
- > **Specify Zip/Postal Code**  **and Radius:**

**Don't see your state/province or any events in your area? [Find a local/regional contact!](#)**

- Events will populate at the bottom of the screen.
- Click on the “Select” hyperlink, adjacent to the event the User would like to volunteer.

TOP

Select	Event Type	Event Name	Location	Date
<a href="#">Select</a>	FIRST	FIRST Event	City, State/Province	MM/DD/YYYY - MM/DD/YYYY

- Fill out the Role Application and Click “Submit” (See “Add Role” Instructions below)
- Fields marked with a **Red Dot** are required.

## To Add Role

- Select the Role you would like to Add
- Click on “Add”
- Use Green Arrows to order roles for preference.

## To Remove Role

- Use Green Arrows to move undesired role to “Fifth Selection”.
- Click “Remove”

### Select Roles for Event

• indicates a required section or field

#### Role Application for Specified Event

Program	Event	Location	Date(s)
FIRST	FIRST Event	City, State/Province	MM/DD/YYYY - MM/DD/YYYY

• **Apply For Role(s) at Event:**

Select one or more roles from the list below, then click **Add-->** to add to the selection list at right, **in order of assignment preference (First Selection = highest preference)**. Role is added to box in **Red**; use arrows at right to adjust preference settings. Up to five roles may be selected for this event.

For more information on a role, select it, then click **Display Role Description** below (displays in a separate tab/window).

- Assign me as needed
- Audio Visual
- Field Builder Assistant
- Field Builder
- Kickoff Coordinator
- Kit Distribution
- Robot Quick Build Trainer
- Team Check-In/Registration
- Workshop Trainer

First Selection: [Red Box] ↓

Second Selection: [Grey Box] ↑ ↓

Third Selection: [Grey Box] ↑ ↓

Fourth Selection: [Grey Box] ↑ ↓

Fifth Selection: [Grey Box] ↑

No Role Description Available

• **Select Day(s) Available:**

Check the day(s) you are able to volunteer for this event.

Monday (MM/DD)  Tuesday (MM/DD)  Wednesday (MM/DD)  Thursday (MM/DD)  Friday (MM/DD)

Please select ALL days you are available.

- When applicable, pre-event/post-event dates will be displayed in **unbolded red**.
  - NOTE: Although listed, not all events will need volunteers on these dates. Please apply to ALL dates that you can volunteer, commenting on any time restrictions that you may have on those dates.

• **Select Day(s) Available:**

Check the day(s) you are able to volunteer for this event.  
Pre-event/post-event dates are displayed in **unbolded color**.

Thursday (11/20)  Friday (11/21)  Saturday (11/22)

- NOTE: If you have specific times you are available, please add that into the “Time Availability/Comments” section.
- After selecting roles and days available, click “Apply For Selected Role(s)”

**Time Availability/Comments (300 characters maximum):**

Please describe any specific time availability limitations, or any other information you wish to provide to the *FIRST* representative responsible for this event’s volunteer assignments.

Apply For Selected Role(s)

Cancel

- 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. The User can also find the assignment under “Volunteer Role Assignments” when it becomes available.

## Step 5: Screening

- Applying to an event will trigger screening. You may defer screening to another time; however, you must complete the screening process in order to volunteer for a *FIRST* event. If you defer screening, you will be prompted to initiate screening the next time you login to VIMS.
- Please Read Instructions & Click “I Agree to Screening”.

### YPP Screening Required

#### Youth Protection Program (YPP) Screening Required

*FIRST* requires that all US and Canadian volunteers, 18 years of age and older, applying for an event role must complete screening every 3 years. If you were screened in the last 3 years, you will not be required to complete screening this season.

Visit the [FIRST Youth Protection Program home page](#) for additional information, and to view a brief video explaining the program.

**Go to Screening Website:** This button will transfer you to the screening agency's website where you can complete your screening order. Some firewalls may block access to this portal. If this occurs, we recommend completing your screening order from a home computer. Do not attempt to complete your screening order using a mobile device.

**Continue to VIMS:** This button will allow you to begin the screening process at a later time, continuing to run VIMS in this login session.

**Please note that you will not be eligible to be assigned to a role at a *FIRST* event until you have submitted your screening order and received a "Passed" status. If you were previously screened, your profile will indicate that your status is "Passed". We encourage you to begin the screening process as soon as possible.**

If you have any question please contact the Youth Protection Department at 1-800-871-8326 Ext. 250, or at [SafetyFIRST@usfirst.org](mailto:SafetyFIRST@usfirst.org).



Go to Screening Website

Continue VIMS

Click on “Go to Screening Website”

- You will be redirected to the Screening Website (Verified Volunteers).
- If you choose to “Defer: Continue VIMS”
  - You will be able to apply to additional events and update your profile, but until you have completed and passed the screening process, you will not be able to be assigned to any event.
  - The next time you Log In to VIMS, you will automatically be prompted to continue to screening.

**Youth Protection Program (YPP) Screening Incomplete**

Per the policies of the *FIRST* Youth Protection Program, all US and Canadian volunteers applying for an event role should complete the screening process. According to *FIRST*'s records, your screening form is currently **incomplete**. Follow the steps below to return to the screening website to complete the form.

Visit the [FIRST Youth Protection Program home page](#) for additional information, and to view a brief video explaining the program.

**Step 1:** Begin by selecting the **I Agree to Screening** button below.

**Step 2:** The button text will change to **Go to Screening Website**, and will then take you to the screening company's website where you can start the screening process.

You may complete screening at a later time using the **Continue VIMS** button, continuing to run VIMS in this login session.

Please note that you will not be eligible to be assigned to a role at a *FIRST* event until you have completed the screening form and passed screening. We therefore encourage you to begin the screening process as soon as possible.

**I Agree to Screening**

**Continue VIMS**

**Start Here**  
[Must be 13 or older]  
**Create FIRST Account**

- For a complete guide on the Screening Process, please visit: [http://www.firstinspires.org/sites/default/files/uploads/resource\\_library/Volunteer\\_Screening\\_Guide\\_0.pdf](http://www.firstinspires.org/sites/default/files/uploads/resource_library/Volunteer_Screening_Guide_0.pdf)
- For current information about the *FIRST* Youth Protection Program, please visit: <http://www.firstinspires.org/resource-library/youth-protection-policy>
- After successfully submitting your YPP screening, you will be presented the below message to indicate that your Screening is in Progress. Screening on average takes 8-36 hours to complete.
- NOTE: If you cannot see the buttons to move to the next step, change the resolution of your screen by zooming out.  
(Windows: "Ctrl" and "-"; Mac: "Command" and "-")

**Youth Protection Program (YPP) Screening In Progress**

Thank you for completing the YPP screening form for US volunteers. Your screening is now in progress and you do not have to take any further action at this time.

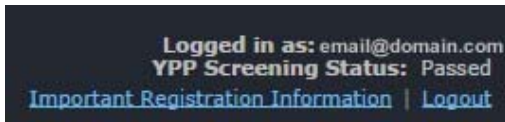
Once you have passed screening, you will be eligible for assignment to your *FIRST* event role applications.

The **Continue VIMS** button below will resume VIMS operation.



## Significance of YPP Screening Status

- The screening status is located at the top right hand corner of each page in VIMS, above the Logout button. □  
Passed – passed screening



Logged in as: email@domain.com  
YPP Screening Status: Passed  
[Important Registration Information](#) | [Logout](#)

- Unscreened – have not submitted your screening request



Logged in as: email@domain.com  
YPP Screening Status: Unscreened  
[Important Registration Information](#) | [Logout](#)

- Why this may happen and how to address this?

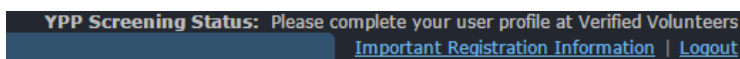
- Have not applied to a *FIRST* event. - *Apply for an event and go through screening.*
- Chose to “Defer” screening. - *Upon login, select “I Agree to Screening”.*
- Did not click “Submit” in Verified Volunteers. - *Return to Verified Volunteers, use your username/password and login. Complete the 4 Step Verification Process.*

- <https://app.verifiedvolunteers.com/Mains/Home>
- Only use this option if you have created a Verified Volunteers profile. You MUST create a profile by applying to a *FIRST* event in order for your screening to be linked to *FIRST*.
- Screening in Progress – *screening has been submitted*



Logged in as: email@domain.com  
YPP Screening Status: Screening in Progress  
[Important Registration Information](#) | [Logout](#)

- Screening may take as long as 8 to 36 hours.
- If you have concerns over your screening, please contact [safetyfirst@firstinspires.org](mailto:safetyfirst@firstinspires.org).
- Please complete your user profile at Verified Volunteers– *Incomplete profile with verified volunteers*



YPP Screening Status: Please complete your user profile at Verified Volunteers  
[Important Registration Information](#) | [Logout](#)

- If Canada- 'Please check your status at myBackCheck
- You currently have no roles which require Screening-*Volunteers outside of US/Canada need not require screening*
- In Process- *screening request submitted*
- You have not yet agreed to the YPP Policies for this Season- *You need to agree to the terms and conditions*
- Inactive- *Unavailable*
- N/A-*Not Applicable for minor or person outside of the US and Canada*
- Incomplete Screening – *has not completely submitted screening or information on Profile needs to be updated*



Logged in as: email@domain.com  
YPP Screening Status: Screening Form Incomplete [Go To Screening](#)  
[Important Registration Information](#) | [Logout](#)

- If the zip code or date of birth of the volunteer does not match on the “Your Profile” page and what the volunteer enters in Verified Volunteers, an *Error Message* will appear. Return to VIMS and check “Your Profile” in case a typo occurred.

## Step 6: When Assigned

- An email will be sent when a volunteer assignment has been made.
- The User can also find the assignment under “Volunteer Role Assignments” when they are assigned.



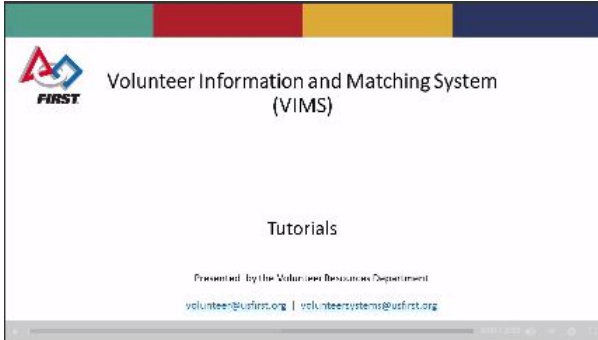
Program	Event Name	Location	Date	Roles
FIRST Program	Name of Event	City, State/Province	MM/DD/YYYY- MM/DD/YYYY	Role Assigned
FIRST Program	Name of Event	City, State/Province	MM/DD/YYYY- MM/DD/YYYY	Role Assigned

- All role assignments will be listed in this location. If you require further explanation or can no longer volunteer, please contact your Volunteer Coordinator as soon as possible.
- If you need assistance during this process, please contact [volunteer@firstinspires.org](mailto:volunteer@firstinspires.org)

# VIMS Video Tutorials

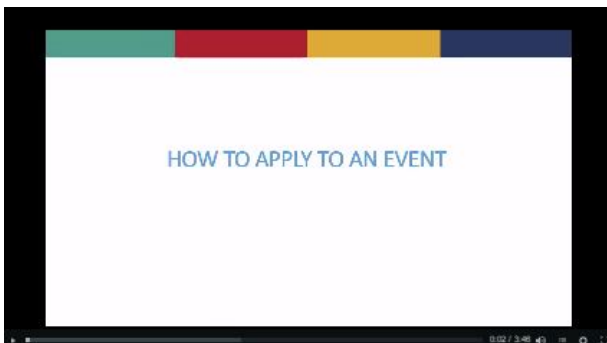
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## How to Create a New VIMS Account



Click on box above to play the “How to Create a New VIMS Account” video. If you are unable to play the video, [click HERE](#).

## How to Apply to an Event

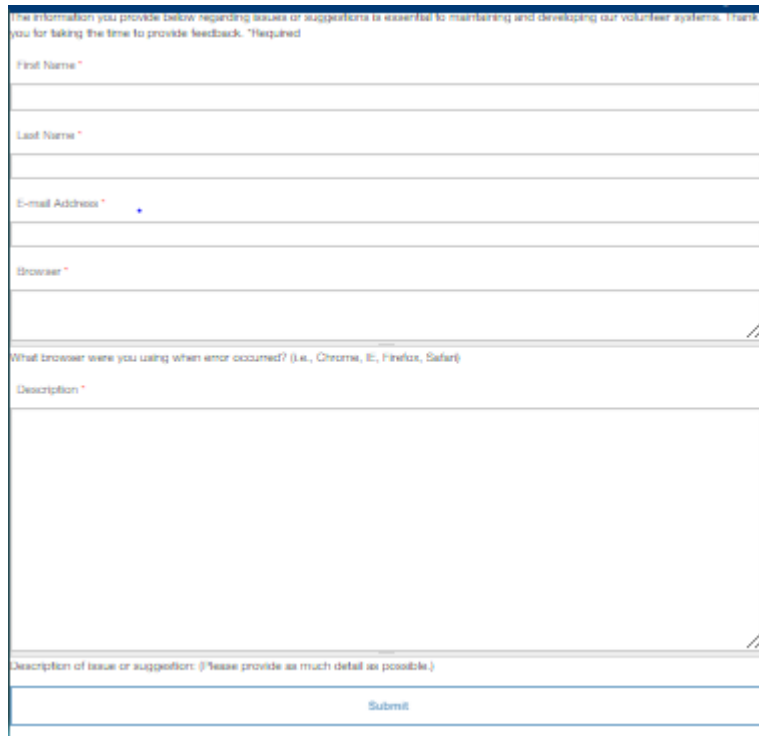


Click on the box above to play the “How to Apply to an Event” video. If you are unable to play the video, [click HERE](#).

# How to Report a Bug

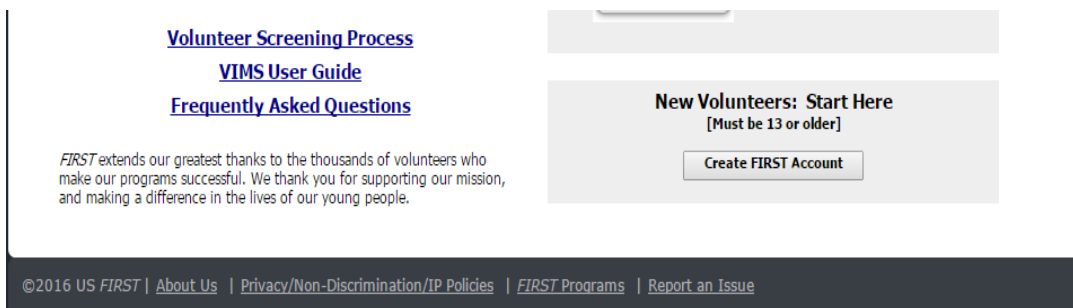
There are two ways to report a bug in the *FIRST* Volunteer Information Matching System.

- Complete the online form.
  - You can be taken directly to this page here: <http://www.firstinspires.org/vims-and-vms-issue-reporting-form>



The screenshot shows a web form for reporting a bug. At the top, there is a header: "The information you provide below regarding issues or suggestions is essential to maintaining and developing our volunteer systems. Thank you for taking the time to provide feedback. \*Required". Below this are several input fields: "First Name \*", "Last Name \*", "E-mail Address \*", and "Browser \*". There is a text area for "Description \*" and a larger text area for "Description of issue or suggestion: (Please provide as much detail as possible.)". A "Submit" button is located at the bottom right of the form.

- It is also located on the VIMS Landing Page, click “Report an Issue”



The screenshot shows a landing page with several navigation links: "Volunteer Screening Process", "VIMS User Guide", and "Frequently Asked Questions". Below these links is a paragraph: "FIRST extends our greatest thanks to the thousands of volunteers who make our programs successful. We thank you for supporting our mission, and making a difference in the lives of our young people." To the right, there is a section for "New Volunteers: Start Here [Must be 13 or older]" with a "Create FIRST Account" button. At the bottom, there is a footer with copyright information: "©2016 US FIRST | About Us | Privacy/Non-Discrimination/IP Policies | FIRST Programs | Report an Issue".

- Email [volunteersystems@firstinspires.org](mailto:volunteersystems@firstinspires.org)
  - Please be detailed.
  - If possible, please include Screenshots.