



OCI Better Impact Volunteer User Guide

Adapted from the 2025 Multnomah County Library BI Volunteer User Guide

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About Better Impact

Better Impact is the Volunteer Management System (VMS) that many Multnomah County volunteer programs, including those administered by the Office of Community Involvement, use to maintain volunteer records and communicate with our volunteers. It is like a database but can do so much more.

Our goal is to make it easier for you to access your volunteer information, express interest in other county volunteer opportunities, log hours for volunteer service if required or desired, and access training.

If you have any questions about this information please contact your volunteer coordinator or OCI's general email at community.involvement@multco.us

Logging In to Your Account

When you want to log in to Better Impact, you need to open your internet browser and go to www.myimpactpage.com . This is the volunteer portal for Better Impact.

We recommend that you bookmark this page so you can easily find it again. This is where you enter your personal username and password.

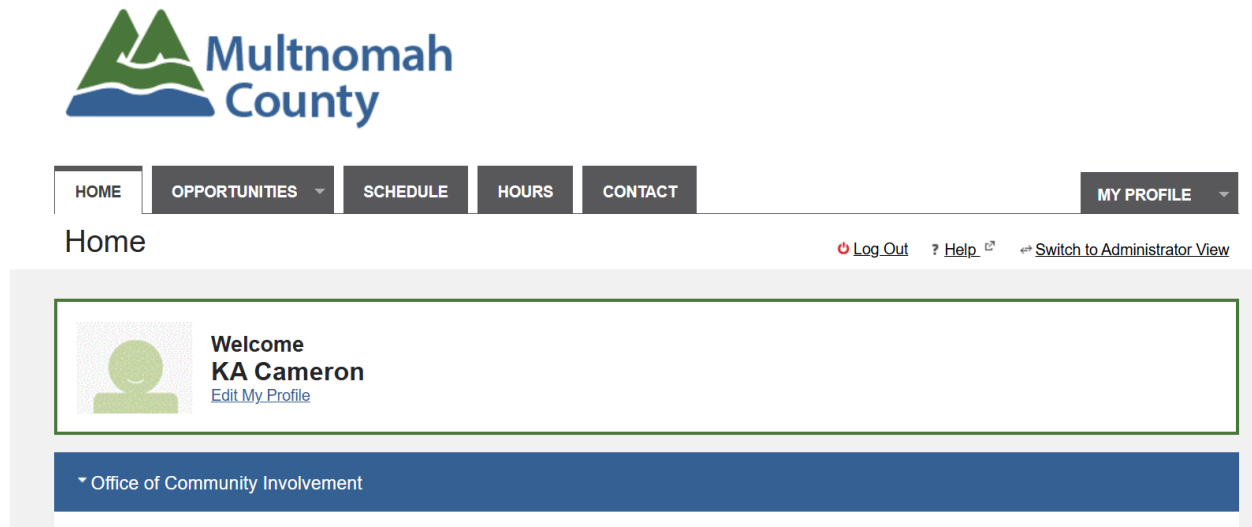
myImpactPage.com

MyImpactPage.com - Login

Login	Privacy Policy
Username ⓘ Usernames are not case sensitive. Password ⓘ Passwords are case sensitive. Forgot your username or password? Login	Information contained here is only visible to you and the specific organization(s) with which you are associated. It will neither be disclosed to any other party nor used for any other purpose. Click here to view the complete MyImpactPage.com privacy policy.

Note: If you are logging in for the first time with a username and password sent to you from your volunteer program, you will be asked to create a new password.

Reviewing the Dashboard



Log in to view your dashboard. This home page contains the following tabs:

Opportunities: Express interest in new volunteer opportunities or sign up for volunteer shifts when they are available.

Schedule: View your schedule (if you have one) and current volunteer assignments. This feature is not yet available. We will send instructions when this feature is up and running.

Hours: Log and view hours. OCI does not require you to log hours, but if you'd like to for your own records you are very welcome to use this feature.

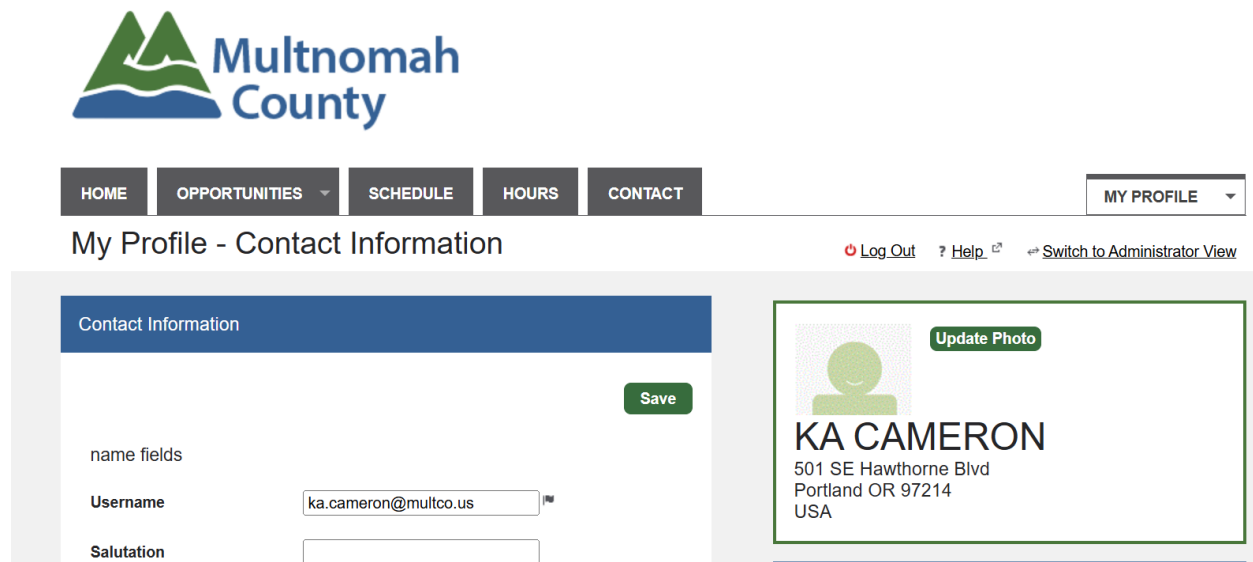
Contact: Contact the Office of Community Involvement team directly through the site.

My Profile: Your personal information section.

Pro tip: Help is located below the My Profile tab and has access to many how-to topics and videos to help you use this software.

Updating your Profile

To build and edit your profile, go to the My Profile tab. If your profile was imported into the database, this information will be automatically inserted. Please review your contact information and check for errors.



The screenshot shows the Multnomah County website's 'My Profile' page. At the top is the Multnomah County logo. Below it is a navigation bar with tabs: HOME, OPPORTUNITIES, SCHEDULE, HOURS, CONTACT, and MY PROFILE (which is selected). The page title is 'My Profile - Contact Information'. On the right side of the page, there are links for 'Log Out', 'Help', and 'Switch to Administrator View'. The main content area is divided into two sections. The left section, titled 'Contact Information', contains a 'Save' button and a form with the following fields: 'name fields' (a label), 'Username' (with the value 'ka.cameron@multco.us'), and 'Salutation' (an empty field). The right section contains a profile card for 'KA CAMERON' with the address '501 SE Hawthorne Blvd, Portland OR 97214, USA'. Above the profile card is an 'Update Photo' button.

This is where you can update your information at any time. If you click or hover your mouse over where it says MY PROFILE, you can access the following information on your profile:

Contact information: Please keep all information current.

Subscriptions: Sign up to get weekly schedule reminders by e-mail.

Additional info: This is where you can add information about yourself, including emergency contact information. Please confirm your emergency contact information when you log in for the first time, and keep this information current

Qualifications: This section indicates any position-specific qualifications you have to sign up for a volunteer position. (For example, if you have passed a criminal record check.)

Change Password: Allows you to change your password at any time

Goals: Set personal hours goals for yourself

Interests: Specific areas you are interested in

Availability: Indicates what days and times you are available

Adding a photo: While not required, you are encouraged to upload a photo into your profile. It helps library staff to be able to associate names and faces. To upload a photo:

- Click the “update photo” button located along the right side of the page while you are on the My Profile section.
- Select a photo in .jpg, .gif, or .png format and click “open”.
- Click the “upload selected photo” button

Changing your password: You can change your password at any time by simply selecting “Change Password” from the drop-down menu in “My Profile.”

Pro tip: Want text message notifications and reminders from your Volunteer Coordinator? Opt-in at the bottom of the contact information page by clicking on the box and adding your cell phone number.

text messaging

☐ I want to receive text messages on my cell phone.

Cell Phone Number 

Updating Additional Information

Once you have created your account you will be able to access the [Additional Information Link](#). Here you will scroll down to complete or update the required information.

HOME

OPPORTUNITIES

SCHEDULE

HOURS

CONTACT

MY PROFILE

Additional Info

Log Out Help

Save

Emergency Contact Information

Emergency Contact Name

Emergency Contact Phone

Emergency Contact Relationship to You

Emergency contact: please share the information of someone we can contact in case of emergency or inability to contact you.

Multnomah County Volunteer History: This information will help your coordinator understand your knowledge, experience, and involvement with the county. If you have current volunteer engagements it may also help you and your coordinator determine stipend amounts.

Getting to Know You, Language, Race/Ethnicity & Gender: this demographic information helps us understand and communicate to the Board and public the demographic makeup of our committees, and how people find out about the program. This information is optional and only used without personal identifying information in the context of understanding program demographics and shaping targeting outreach efforts.

Parent/Guardian Consent: This consent is required if the volunteer is under 18. This consent will be confirmed over phone or email. Please contact the Office of Community Involvement with any questions. If the volunteer is over the age of 18 you do not need to complete this section.

Sign and Submit Intake Forms

The intake form and photo release are at the bottom of the [Additional Information Link](#).

Agreements & Acknowledgements:

1. **Intake Form:** Click “sign the document” to open the pop-up. You will be asked to complete a conflicts of interest form - you can learn more about conflicts of interest here. Contact the Office of Community Involvement with any questions.
2. **Photo Release:** select if you release your image for Multnomah County to use in promotional materials.

Complete these annually.

▼ Agreements & Acknowledgements

Intake Form

Sign the Document 

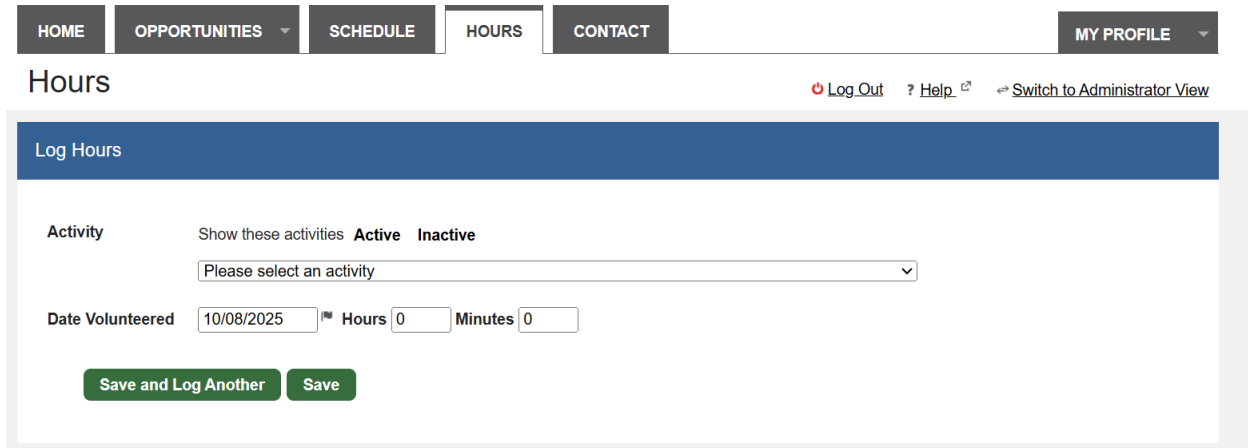
General Multnomah County Photo Release



Save

Logging and Viewing Your Hours

OCI does not require volunteers to log their hours. However, this is a feature you can use for yourself if you want.



The screenshot shows the 'Log Hours' form within a web application. At the top, there is a navigation bar with links: HOME, OPPORTUNITIES, SCHEDULE, HOURS (which is highlighted), and CONTACT. On the right side of the navigation bar is a 'MY PROFILE' dropdown menu. Below the navigation bar, the page title 'Hours' is displayed on the left, and on the right, there are links for 'Log Out', 'Help', and 'Switch to Administrator View'. The main content area is titled 'Log Hours' and contains the following fields: 'Activity' with a dropdown menu (currently showing 'Please select an activity'), 'Date Volunteered' with a date input field (showing '10/08/2025'), and 'Hours' and 'Minutes' input fields (both showing '0'). At the bottom of the form are two buttons: 'Save and Log Another' and 'Save'.

1. Select the Activity
2. Once you have selected the activity you are logging hours for, enter the date volunteered and the number of hours and minutes.
3. Logged volunteer hours will show up at the bottom of this page.

Using the Better Impact App

Your volunteer account can be used using your smartphone through the free My Impact app!

The My Impact app can be downloaded for both Android and Apple phones (search for “My Impact” or “Better Impact” in your app store) or click here for app store links.

Once you have downloaded the app to your device and opened the app, you will see a login screen. Enter the same username and password you use when you log in using a computer.

Contacting The Office of Community Involvement

If you have any questions about Better Impact, please contact us:

community.involvement@multco.us