



## Master Gardener Instructions

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For the new on line reporting system

The new Master Gardener Volunteer Reporting System is now installed and ready for use. The address of the site is: <https://mastergardenervolunteer.unl.edu/> .

What you do first will be determined by whether or not you have been using the old system.

### Used the Old System

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If you are a Master Gardener who used the old reporting system, all of your records were migrated to the new system **with the exception of your password**. Therefore, you have been assigned a temporary password in order to login to the new system where you can then change the password to one you will remember. A video has been produced demonstrating the procedure to recover and change your temporary password. [WATCH IT HERE](#) and the follow the steps below.

- Watch the [Password Recovery Video](#)
- **If your existing profile included a valid email address** go to <https://mastergardenervolunteer.unl.edu/forgot-password.php> and submit that email address. You'll be sent an email with your *username* and the *temporary password* you've been assigned. We were unable to keep the password you used in the old system so a new one has been issued to you which you can then change once you log in. This temporary password will be sent to you, along with the username you used in the old system. Go to the homepage of the website (at the top of this page) to login with your username and temporary password.
- **If your existing profile DID NOT include an email address OR the email address in your profile is no longer valid** then you'll need to contact [Tech Support](#) using this link or the Tech Support button on the site homepage and send your current, valid email address and name to the Site Administrator. We'll update the database with your current and valid email address
- **If you're not sure which of the above applies**, contact [Tech Support](#) and we'll help you sort it out.
- **Once you have a valid email and temporary password, you can login and start using the new system. See the "Videos" section below for instructions about how to use the new system. (You can skip the Enrollment Video - #1 - as it doesn't apply to you.)**

### Brand New – Never used the Old System

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We've created four video-tutorials which will teach you how to enroll and start using the new system. It's not hard to figure out, but by watching the videos, we're hoping that everyone will be able to dive in and start adding records with little or no difficulty. Each video is 5 to 8 minutes long and is hosted on YouTube. They are in Hi-Def and are best watched in the full-screen mode. Links to the videos are below.



# UNIVERSITY OF NEBRASKA-LINCOLN

## Master Gardener Volunteer Reporting System

### Videos

1. UNL - [Master Gardener Enrollment](#) – This video will show you how to enroll in the system. This creates an account for you (username, password, etc.) and allows you to start submitting volunteer and education records. Even if you have been using the old system, this would be good to watch.
2. UNL - [Master Gardener Section Tour](#) – This will take you on a tour of the interface of the Master Gardener personal home page and explain the navigation and other links on the page.
3. UNL - [Master Gardener Adding Records](#) – This shows you how to quickly add your Volunteer and Education Hours records; the actions you'll be performing the most in the on line reporting system.
4. UNL - [Master Gardener Managing Records](#) – This shows you how to edit and delete existing records, filter your search results when you look for records.

### Getting started with the new System

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Once you've enrolled or established your account in the new system, just start adding records. Should you run into any issues or problems, use the "Tech Support" button, which is available on every page of the site and will bring up a form to send an email directly to the Site Administrator. We'll work quickly to resolve the issue or answer your question.

**Should you have a question about how to categorize a particular volunteer or education record or some issue about your hours or volunteer work then please contact your county program coordinator or someone involved in the Master Gardener program at the state level.**

Regards,

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