

Got VTK?

A User's Guide to Connecting to the Volunteer Toolkit

Whether you are a new or experienced Volunteer Toolkit user, there may be times when your internet or device experiences difficulty connecting with the Volunteer Toolkit. Many factors can contribute to this happening, so no worries! There are a few things you can do!

1. Use a VTK-Friendly internet browser.

Google Chrome is the preferred browser of the Volunteer Toolkit.

Mozilla Firefox, Microsoft Edge, and Mac Safari also work well.

Internet Explorer *is not* recommended. If you are using Internet Explorer, switch to a VTK-friendly browser.



Google Chrome



Mac Safari

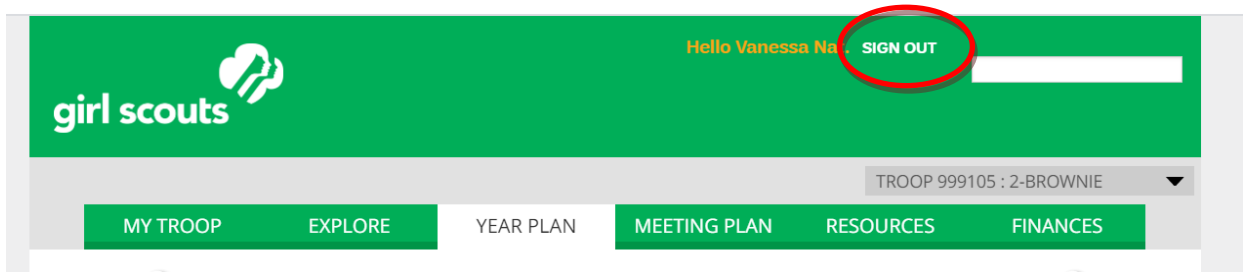


Mozilla Firefox



Internet Explorer

2. Log out of your Girl Scout Member Profile.



3. Clear the internet browser's cache and cookie history.

Google Chrome

- Press Ctrl +H
- Choose "Clear Browser history" at the left side of the screen
- In the pop-up, ensure the cache and cookie options are marked. Click "Clear Data."

Mozilla Firefox

- Choose the first icon in the upper right hand corner
- Choose "History"
- Choose "Clear Recent History"
- In the pop-up, ensure the cache and cookie options are marked. Click "Clear Now."



If you use another browser or would like further guidance, Indiana University has a website that gives instructions about this process for most internet browsers.

Visit: <https://kb.iu.edu/d/ahic>

4. Close your internet browser.

5. Reopen your internet browser and log in to your Girl Scout Member Profile.