



# SERVE365

## Step-by-Step Guide for Volunteers

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This guide will show you how SERVE365 can benefit you and how you can use each of its tools. Visit [serve365.org](https://serve365.org) to get started!

If you have any questions, please contact the Dan River Nonprofit Network at [serve365@danrivernonprofits.org](mailto:serve365@danrivernonprofits.org).

Always find the most recent version of this guide online at [serve365.org/about-us!](https://serve365.org/about-us!)

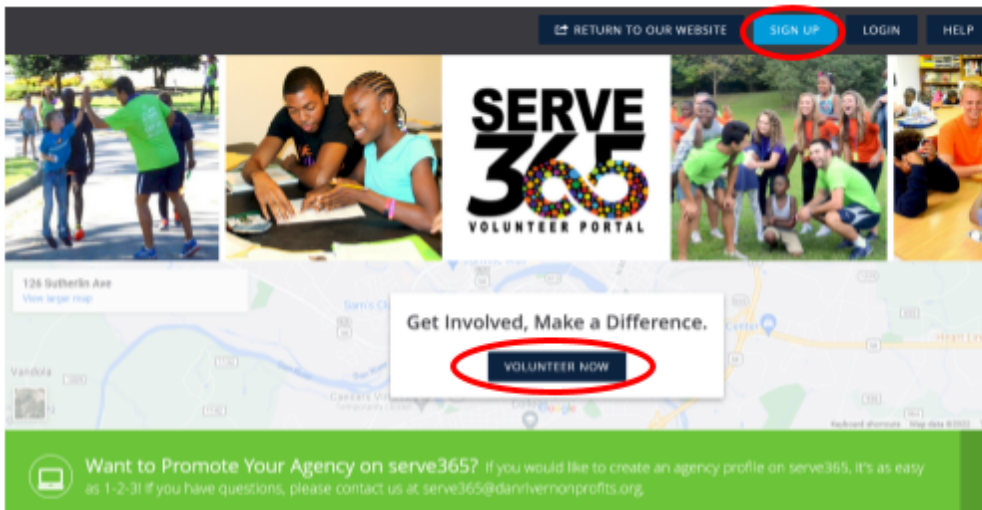


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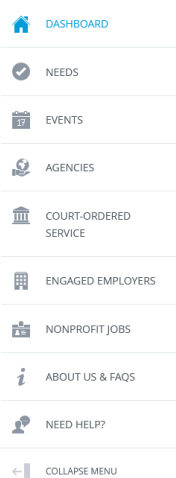
## YOUR ACCOUNT



## REGISTER

Visit [serve365.org](https://serve365.org) and click on the blue SIGN UP button.

You may search for needs, events and agencies by clicking the VOLUNTEER NOW button without having to sign in.



### Step 1 of 3: Create an Account

Already have an account? [Click here](#)  
Want to sign up your agency? [Click here](#)

[f SIGN UP WITH FACEBOOK](#)

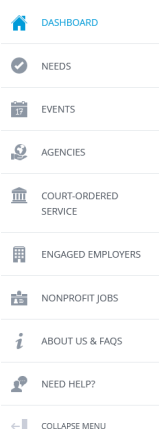
OR

Sign up with your email address

<input type="text" value="First Name (Required)"/>	<input type="text" value="Last Name (Required)"/>
<input type="text" value="Email (Required)"/>	<input type="text" value="Phone"/>
	<input type="text" value="Ext"/>
<input type="text" value="Mobile"/>	<input type="text" value="Zip Code (Required)"/>

Complete the required information.

Remember to click the CREATE YOUR ACCOUNT button when you're finished!



### Step 2 of 3: Select Interests

What interests, talents, and skills do you have?

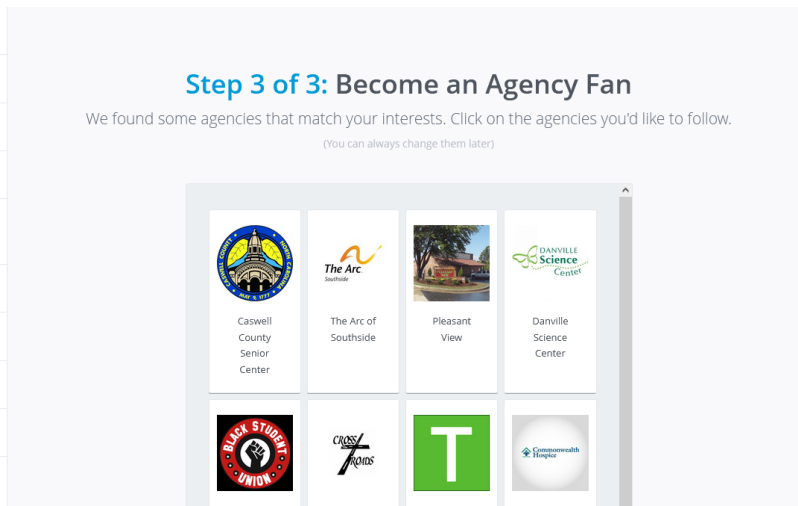
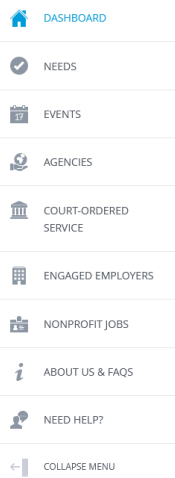
Group Volunteering	Skilled Labor	Accepts Court Mandated	Physical Labor
Awareness Building	Marketing	Mentoring	Board Service
Tutoring	Fundraising	Financial Literacy	Administrative

Select as many interests as you would like. SERVE365 can notify you when needs matching your interests are posted!

[This can be edited from your profile later.](#)

Select CONTINUE TO NEXT STEP when you're finished.



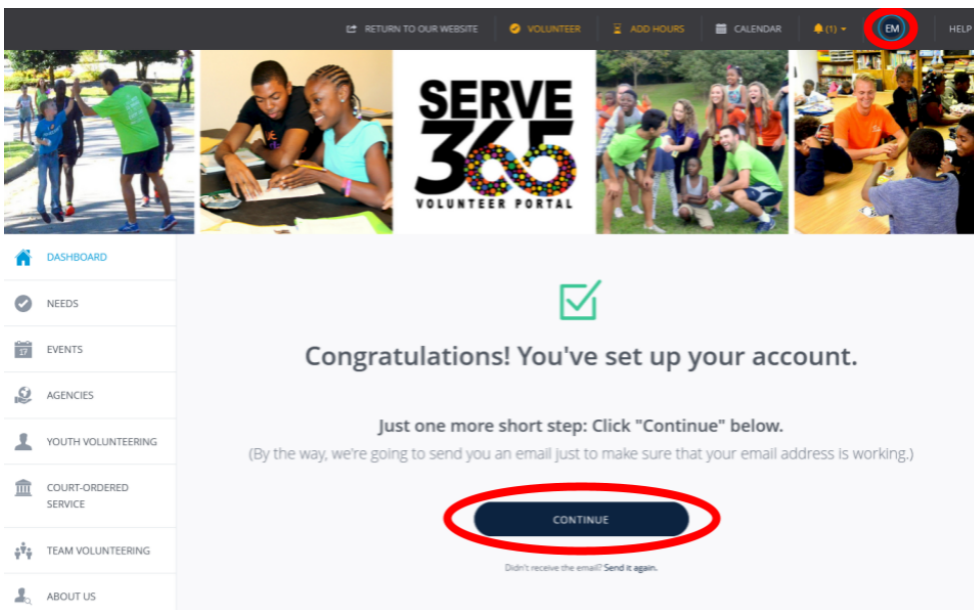


Select agencies that you like or support. When you FAN agencies, you will get notifications when they need your help or when they are hosting an event.

You can un-fan these agencies or add more fanned agencies later!

Select CONTINUE TO NEXT STEP when you're finished..

Select CONTINUE TO NEXT STEP when you're finished.



You should now receive an email from SERVE365 to confirm your registration.

Click on the profile button in the top right hand corner to view your profile, edit your profile or logout. You can change this if you would like.

Click the CONTINUE button to view your DASHBOARD and start exploring!



## YOUR ACCOUNT

The dashboard shows a welcome message: "Welcome back, Crosby! Here's your volunteer snapshot for September 15, 2022". It features a sidebar with navigation links: DASHBOARD, NEEDS, EVENTS, AGENCIES, YOUTH VOLUNTEERING, COURT-ORDERED SERVICE, and TEAM VOLUNTEERING. The main content area displays a "6.5 VOLUNTEER HOURS" summary, a "HOURS BY INTEREST" section with "No hours by interest found.", and a "View your full Volunteer Resume" link. Below these are statistics: \$194.68 IMPACT VALUE, 4 NEED RESPONSES, 0 EVENTS RSVP'D, and 4 AGENCIES FANNED.

## NAVIGATING YOUR DASHBOARD

When you log in to SERVE365, your DASHBOARD will be the first page you see.

Your DASHBOARD shows a summary of what you have recorded in SERVE365, including the hours you have volunteered, the economic impact of those hours, your fanned agencies and your volunteer hours categorized by interest.

If you scroll down on your DASHBOARD page, you will see SUGGESTED NEEDS and LATEST EVENTS.

SERVE365 provides these suggestions based on your selected causes and interests.

### Suggested Needs:

Edit your interests and fanned agencies to refine these suggestions.

<p>Is Ongoing</p> <p><b>Career Center Assistance</b></p> <p>Cedar Terrace Youth Center</p> <p>VIEW DETAILS</p>	<p>Is Ongoing</p> <p><b>Produce Sorting Volunteer:</b></p> <p>Mon/Tues 9:30am-11:30</p> <p>God's Storehouse</p> <p>VIEW DETAILS</p>
<p>Is Ongoing</p> <p><b>Customer Assist/Cart Attendant</b></p> <p>God's Storehouse</p> <p>VIEW DETAILS</p>	<p>Happens On Nov 5, 2022</p> <p><b>Out of the Darkness Walk</b></p> <p>Danville Out of the Darkness Walk</p> <p>VIEW DETAILS</p>

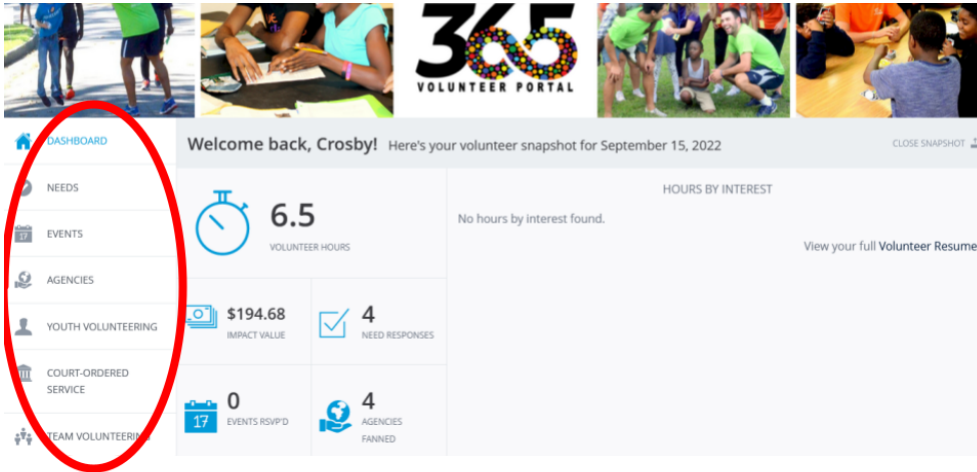
[View More Recommendations](#)

### Latest Events:

<p><b>01 NOV</b> 9:00am</p> <p><b>Job and Resource Fair</b></p> <p>Our goal is to provide a venue where members of our com...</p> <p>MORE INFO</p>	<p><b>29 OCT</b> 2:00pm</p> <p><b>Halloween in the Old West End Lanternfest</b></p> <p>WE'RE BACK! HOWEL 2022 is a free community festival and...</p> <p>RSVP</p>
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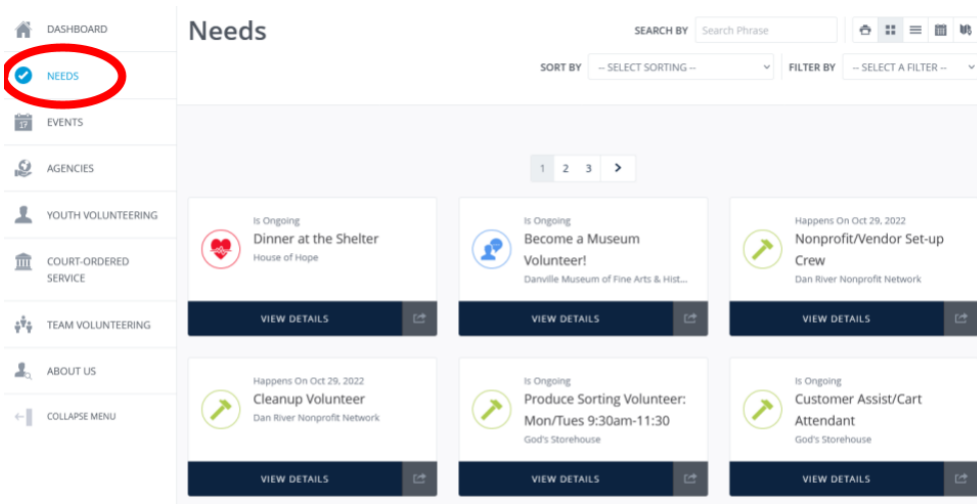


## SEARCH SERVE365



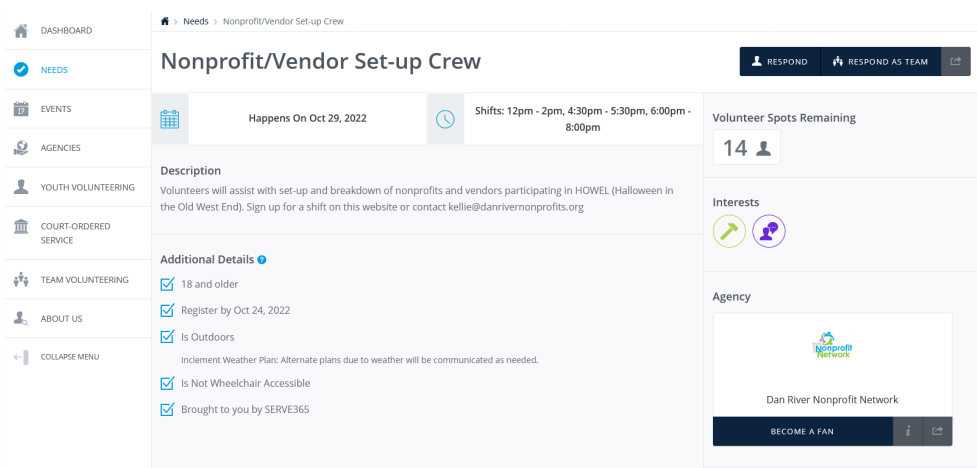
SERVE365 allows you to search by need, event or agency.

The menu appears on the left side of every page for easy access.



The layouts of the NEEDS, EVENTS and AGENCIES tabs are similar. If you click on one of the tabs, it will show you each item (need, event, or agency) displayed in its own box.

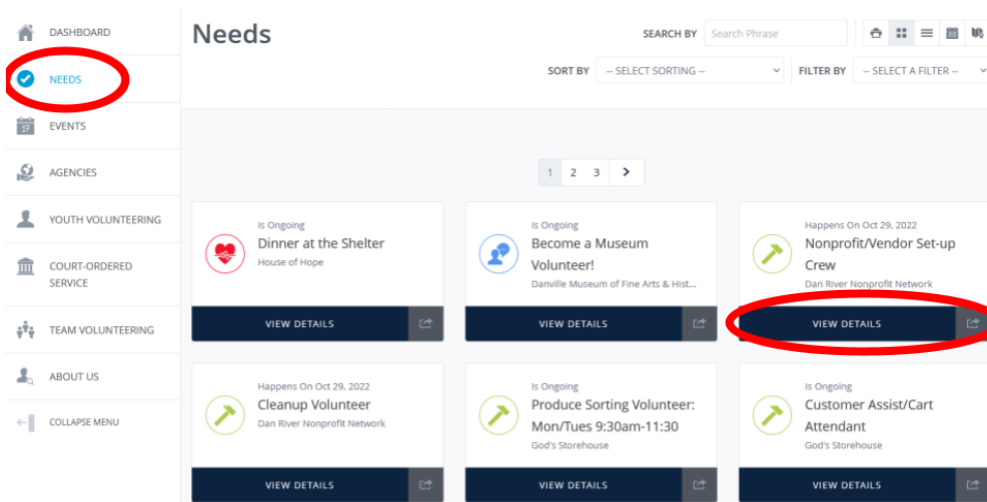
You may narrow your results by using the filters at the top of the page.



If you click on one of the boxes, you will see detailed information that may include date, time, location, activity description and contact information.



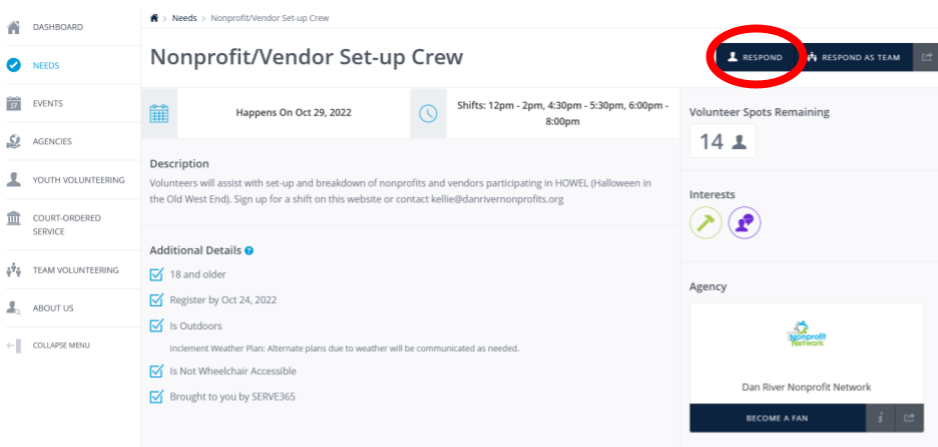
# RESPOND



## RESPOND TO A NEED: INDIVIDUAL

You can respond to a need on SERVE365 to let the organizer know that you plan to participate. Click the NEEDS tab on the left sidebar.

Select the need in which you are interested and click it to go to the details page.



Once you're at the details page, to sign up to volunteer for the need, click the RESPOND button in the top right corner.

**Response Questions**

Q. Are you responding to this volunteer need to fulfil court-ordered community service hours? \* ☐ Yes ☐ No

Q. Please enter emergency contact information, including a name and phone number. \*

Q. What is your t-shirt size? (Please note that this does not mean that every project will provide a t-shirt) \*

**SUBMIT NEED RESPONSE**

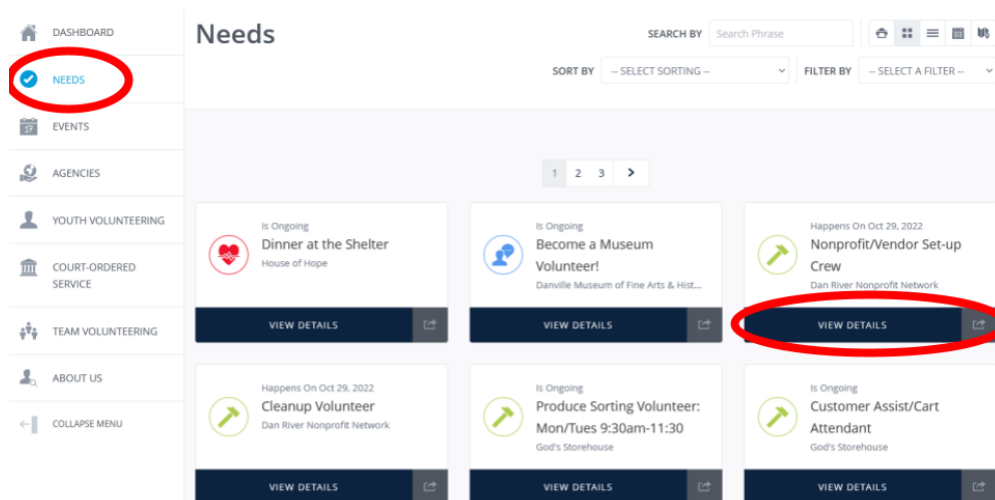
Once you hit respond, the NEED RESPONSE page will provide a summary of the need's details.

Scroll down to the bottom of the page to complete the required couple questions and then click SUBMIT NEED RESPONSE. The agency will receive a notification that you've registered for the need.





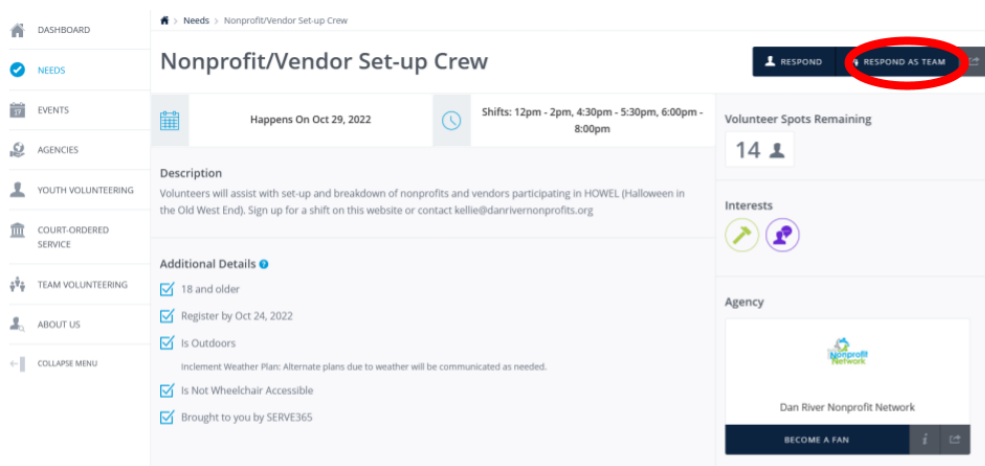
# RESPOND



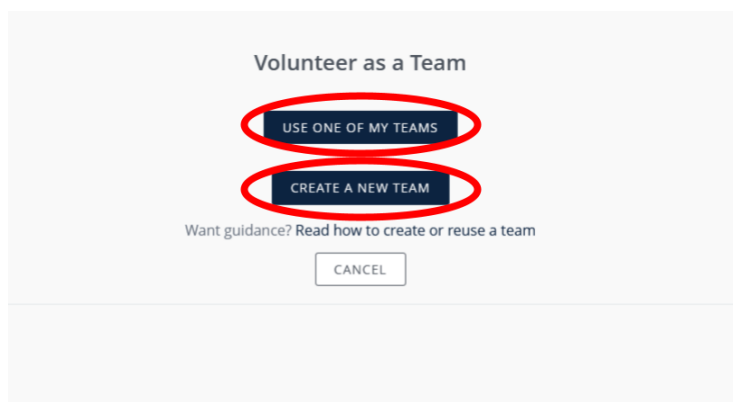
## RESPOND TO A NEED: TEAM

You can respond to a need on SERVE365 to let the organizer know that you plan to participate. Click the NEEDS tab on the left sidebar.

Select the need in which you are interested and click it to go to the details page.



Once you're at the details page for the need you want to respond to, click the RESPOND AS TEAM button in the top right corner.



The VOLUNTEER AS A TEAM pop-up page will appear. If you have volunteered as a team before, simply select USE ONE OF MY TEAMS. If you haven't, you'll need to click CREATE A NEW TEAM.





Team Name \*

How big is my team now? 1  
How big can my team be for this need? 14

Q. Are you responding to this volunteer need to fulfill court-ordered community service hours? ☐ Yes ☐ No

Q. Please enter emergency contact information, including a name and phone number. \*

Q. What is your t-shirt size? (Please note that this does not mean that every project will provide a t-shirt) \*

If you are creating a new team: Once you're at CREATE A NEW TEAM, click the ADD VOLUNTEER button and fill out the required couple of questions. Then hit ADD TEAM MEMBER. Repeat this step as many times as necessary.

Use One of My Teams

How big can my team be for this need? 12

Select or unselect the members you want to use this time.

	FIRST NAME	LAST NAME	EMAIL	ALERTS
<input checked="" type="checkbox"/>	Example	1	example@example.com	
<input checked="" type="checkbox"/>	Example	2	example2@example.com	

SHOWING 1 TO 2 OF 2 ENTRIES

You can add new team members in the next step.

If you are using an existing team: Select the members you would like to respond to the need and then hit CONTINUE.

Team Name \*

How big is my team now? 2  
How big can my team be for this need? 14

Add new team members.  
Check by a name to select one or more team leaders.

LEADER	FIRST NAME	LAST NAME	EMAIL	QUESTIONS	REMOVE
<input checked="" type="checkbox"/>	Example	1	example@example.com	<input type="text"/>	<input type="button" value="X"/>
<input type="checkbox"/>	Example	2	example2@example.com	<input type="text"/>	<input type="button" value="X"/>

SHOWING 1 TO 2 OF 2 ENTRIES

Reserve Additional Slots

The next step is the same whether you're using an existing team or a new one. Once you've added all your team members, you must designate a leader by checking the box by their name. Hit FINISH, and you're all set!



## RESPOND

The screenshot shows the SERVE365 interface. On the left is a sidebar with navigation tabs: DASHBOARD, NEEDS, EVENTS (highlighted), AGENCIES, YOUTH VOLUNTEERING, COURT-ORDERED SERVICE, TEAM VOLUNTEERING, ABOUT US, and a COLLAPSE MENU. The main content area is titled 'Events' and features a search bar and a filter dropdown. A grid of event cards is displayed, each with a date, time, title, and a 'MORE INFO' or 'RSVP' button. The 'Halloween in the Old West End Lanternfest' event on Oct 29, 2022, at 2:00pm is circled in red. Below this, a detailed view of the event is shown. At the top right of this view, three buttons are circled in red: 'YES', 'MAYBE', and 'DECLINE'. The event details include the start and end times (Oct 29, 2022, 2:00pm to 8:30pm), a description of the festival, the organizing agency (Dan River Nonprofit Network), and the location (Danville Museum of Fine Arts).

## RESPOND TO AN EVENT

You can respond to an event on SERVE365 to let the organizer know that you plan to attend. Click the EVENTS tab on the left sidebar.

Select the event which you are interested in and click it to go to the details page.

To RSVP, click YES, MAYBE, or DECLINE. The event organizer will get notified about your choice here.

If the YES, MAYBE, and DECLINE buttons do not appear, then they are not accepting RSVPs via SERVE365. Read the details to see if there is a link they posted to RSVP at, or a phone number to call.



## LOG HOURS

RETURN TO OUR WEBSITE VOLUNTEER **ADD HOURS** CALENDAR E1 HELP

WELCOME back, Example ! Here's your volunteer snapshot for September 16, 2022

0 VOLUNTEER HOURS

HOURS BY INTEREST  
No hours by interest found.

View your full Volunteer Resume

\$0.00 IMPACT VALUE

0 NEED RESPONSES

SERVE365 will track all of your volunteer hours, as long as you record them!

Select the ADD HOURS button on the top right to get started. It will take you to a page to input your hours.

**Hour Type**  
Are these hours in reference to a need you responded to on this site?

☒ Yes  
☐ No

Need \* **Select a Need**

**Hour Details**

Date Worked \* MM/DD/YYYY

Hours Worked \* Example: 3.5

Miles Traveled

**Description**

Brief Description

**Hours Questions**

**SUBMIT HOUR ENTRY** CLEAR FORM

If the hours were in response to a need that you responded to here, select it from the dropdown menu. If they were not, select NO and fill out the contact information, so that your supervisor can verify those hours.

If you are assigned to any user groups, there will be an additional question here asking what user group these hours were associated with. If you want to make the hours visible to a group, select it. If you would prefer that these hours are not shared, select n/a.

When you're done, select SUBMIT HOUR ENTRY at the bottom of the page.

**Volunteer Hours**

ACTIONS EXPORT HOURS ADD HOURS

Start 09/16/2021 End 09/16/2022 GO

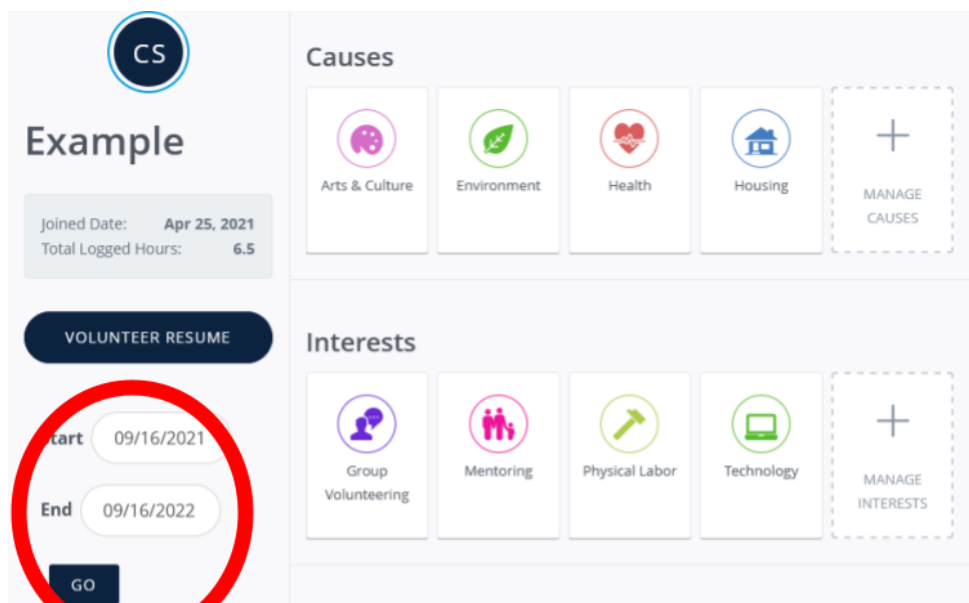
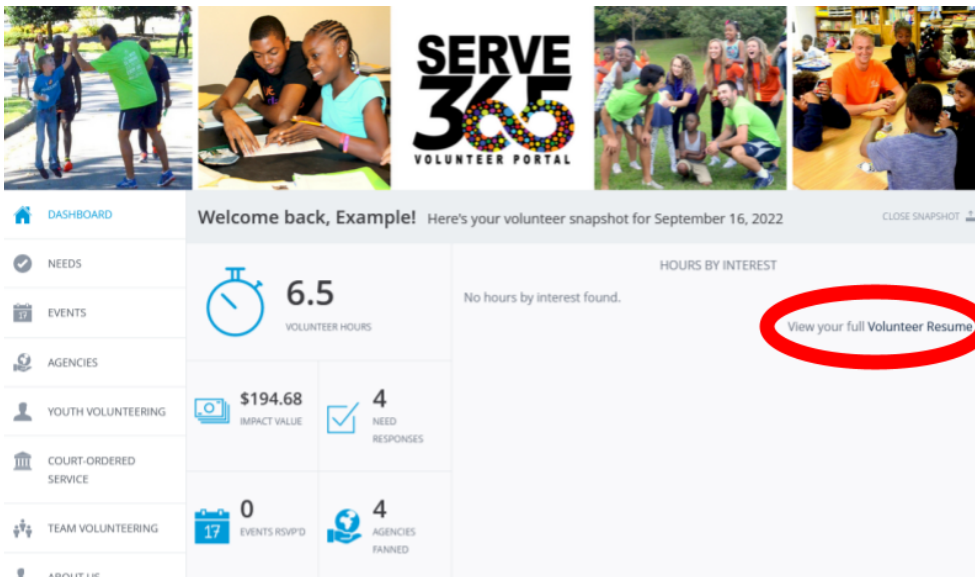
Table Filter

<input checked="" type="checkbox"/>	DATE	DETAILS	TYPE	HOURS	MILES TRAVELED	STATUS
<input checked="" type="checkbox"/>	Sep 16, 2022	Individual		1.00	0	
TOTALS				1	0	

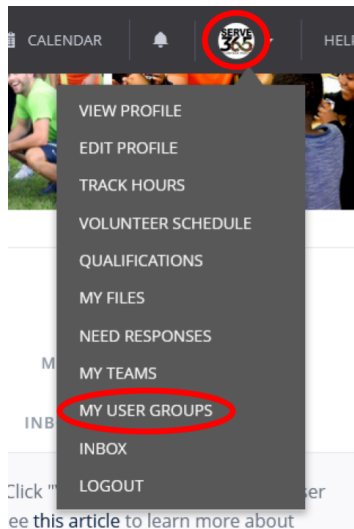
Your hours will appear here, and be saved as PENDING until your supervisor where you volunteered approves or denies them.



## VIEW YOUR VOLUNTEER RESUME



## USER GROUPS



From any page, click on your profile icon in the top right corner to bring up the dropdown menu, then click MY USER GROUPS.

If you are not assigned to any user groups, this option will not appear in the dropdown menu. You can only join a user group by 1. Sending the Nonprofit Network an email asking for one to be created, or 2. Being sent a join link by a user group leader. **Consider having a group created for your Engaged Employers program!**

You will be taken to the MY USER GROUPS page, where you can see all the user groups you are a part of. If you are a user group leader, you'll see an edit icon under the OPTIONS tab. Clicking it will open a pop-up.

If you are not a leader, you might not be able to see the combined group volunteer resume.


From this page, you can copy the join link to invite new users to the group, export their information (including volunteer hours and answers to any questions associated with joining the user group), and view the joint user group resume. This ability to see all user's associated hours can be especially useful for our Engaged Employers or potentially school guidance counselors!

My Profile > My User Groups

### My User Groups

VIEW PROFILE EDIT PROFILE TRACK HOURS VOLUNTEER SCHEDULE MY FILES  
NEED RESPONSES MY TEAMS **MY USER GROUPS** QUALIFICATIONS INBOX

Click the "View needs" button to see the needs that are assigned to your User Group. Click "View Resume" to view your User Group's volunteer report. To leave a User Group, click the "X" in the Options column. See [this article](#) to learn more about user groups.

USER GROUP ▾	DATE CREATED ▾	ASSIGNED NEEDS ▾	REPORTING ▾	OPTIONS ▾
Example User Group	Oct 19, 2022	<a href="#">VIEW NEEDS</a>	<a href="#">VIEW RESUME</a>	<a href="#">X</a> 
SHOWING 1 TO 1 OF 1 ENTRIES		<a href="#">PREVIOUS</a> <a href="#">NEXT</a>		

#### Example User Group: User Group Members

[EXPORT MEMBERS](#)

[COPY JOIN LINK](#)

[VIEW RESUME](#)

[ADD NEW MEMBER](#)

Table Filter

FIRST NAME ▾	LAST NAME ▾	EMAIL ▾	HOURS ▾	RESPONSES ▾	MEMBER STATUS ▾	OPTIONS ▾
<input type="text" value="Search First Name"/>	<input type="text" value="Search Last Name"/>	<input type="text" value="Search Email"/>	<input type="text" value="Search Hours"/>	<input type="text" value="Search Responses"/>	<input type="text" value="Search Member Status"/>	
Levi	Crosby	crosby@danriversnonprofits.org	0		active	<a href="#">X</a>
SHOWING 1 TO 1 OF 1 ENTRIES		<a href="#">PREVIOUS</a> <a href="#">NEXT</a>				



## GLOSSARY

**Agency:** Any nonprofit organization on the site. Agencies are able to list volunteer needs and events.

**Need:** A volunteer shift that is posted by an agency on SERVE365. Users are able to respond to these needs to indicate that they plan to volunteer, individually or as a team.

**Event:** An event hosted by a community nonprofit or other organization that is coming up. Usually, these provide resources for community members, raise funds, or otherwise benefit the community.

**Interest:** Agencies will indicate interests in association with needs they post. Interests often refer to specific skills that the agency is looking for for that specific volunteer need. When you list interests on your profile, SERVE365 can use that to connect you with volunteer opportunities matching those skills.

**Cause:** Agencies will indicate causes that they support on their agency page. When you list causes on your profile, SERVE365 can use that to connect you with agencies working to benefit those causes.

**Fanning:** You can “fan” an agency to get notified of upcoming events and volunteer opportunities that they post.

**Volunteer Resume:** A document that contains a breakdown of your approved volunteer hours. This is a good way to show schools, for example, proof of your volunteer hours!

**Engaged Employer:** A business or organization that is a member of the Nonprofit Network’s Engaged Employers program, meaning that they offer their employees at least one paid day a year off to volunteer how they would like, organize a company-wide volunteer day, or in some other way promote volunteerism among their employees.

