CENTER FOR SERVICE AND LEARNING

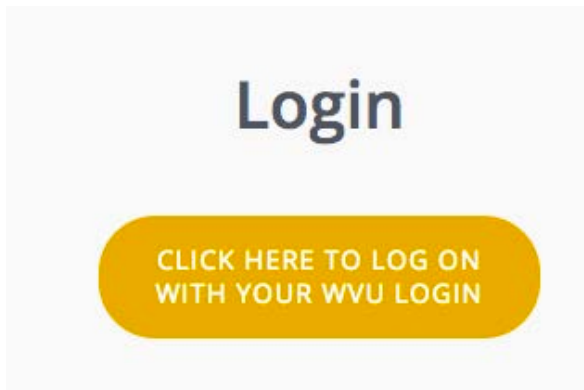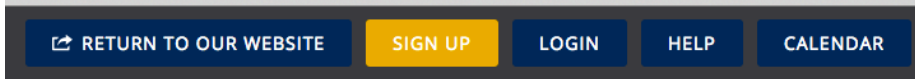# Instructions for Using iServe

Getting Started

Getting started in iServe is quick and easy! Follow these simple steps.

1. Go to http://iserve.wvu.edu/
2. Click the Login button at the top of the page:

RETURN TO OUR WEBSITE   SIGN UP   LOGIN   HELP   CALENDAR

Login

CLICK HERE TO LOG ON WITH YOUR WVU LOGIN

3. Click the gold WVU LOGIN button on the next page:
4. You will be redirected to the WVU single sign-on page.
5. Complete your profile! (We have imported some basic information, but you will need to finish your profile and choose **Causes** and **Interests.**)
6. Now you're ready to find volunteer Needs!

Finding Volunteer Opportunities

iServe offers several easy ways to find volunteer opportunities.

- Search for opportunities directly from your iServe home page.
- Access the **Needs** page
- View suggested needs based on your interests
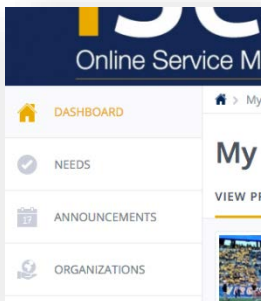
View All Needs

You can scroll through all of the needs to find an opportunity, but you can also sort and filter needs
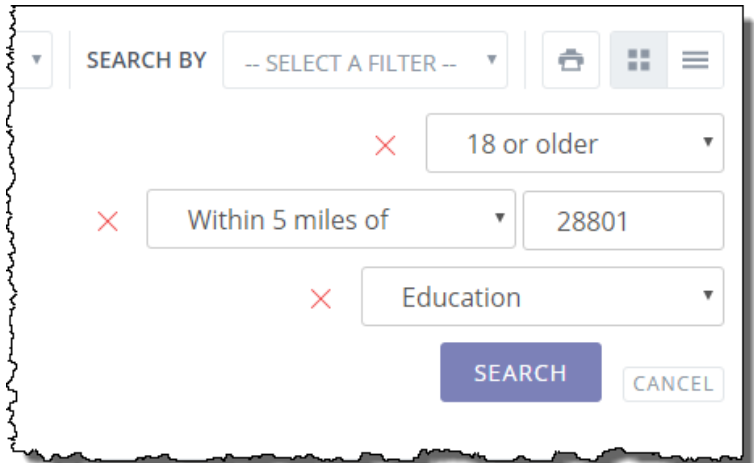
as desired. From your dashboard, just click the **Needs** tab on the left, bellow the Dashboard link.

All of the current and upcoming needs are displayed on your screen.
Note: Needs are shown in grid view, but you can switch to list view at any time.

Search Tools

You can scroll through all of the needs to find an opportunity, but you can also sort and filter needs as desired.
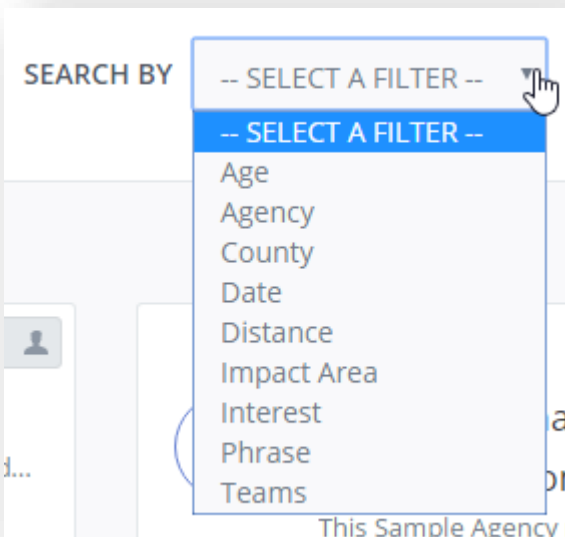
Sorting Needs

From the **Sort By** dropdown, you can select to sort needs by newest first, oldest first, alphabetically, or soonest first. If you sort by soonest first, the system will only show those needs that are associated with a date; it will not include ongoing needs.
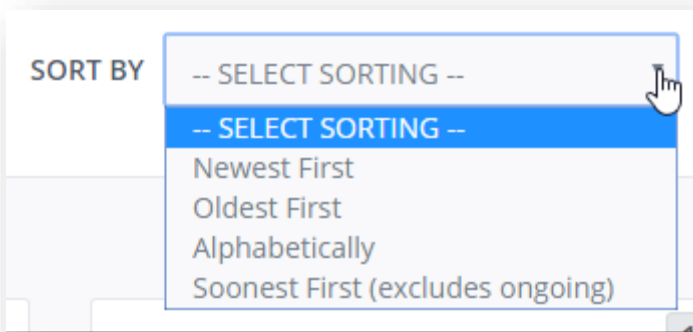
Note: By default, needs are sorted by newest (most recently updated) first.

Filtering Needs

From the **Filter** dropdown, you can select to filter needs by the criteria shown below.

Once you've selected a filter, you will be prompted to enter or select criteria to narrow the filter. For example, if you

select **Interest**, you'll need to also select an interest. Click **Search** to see all needs associated with the interest you selected.

The **Age** filter includes a "Family Friendly" option for needs that are open to all ages, including children and teens.

A filter by **Date** will display only those needs that happen on a particular date; it will not include needs that are ongoing or cover a date range.

Using the **Distance** filter, you can search for needs that are within a particular ZIP code, or that are within a range of a ZIP code.

The **Impact Area** filter is available only on sites that use impact areas.

The **Teams** filter allows you to look for only those needs that accept (or don't accept) teams. If an organization on your site doesn't have any current, active needs, that organization will not show up in the **Organization** search dropdown. This principle applies for all search criteria in iServe.

Multi-Level Searches

You can search by multiple criteria. To do so, repeat the process of selecting a filter. Your search options will show up in a stacked list, as shown below:

Responding To Volunteer Opportunities

Once you've found a need you're interested in, you can easily respond to that opportunity through iServe.

To respond to a need in iServe:

1. Click the **View Details** button for the need to open the Need Response Form.
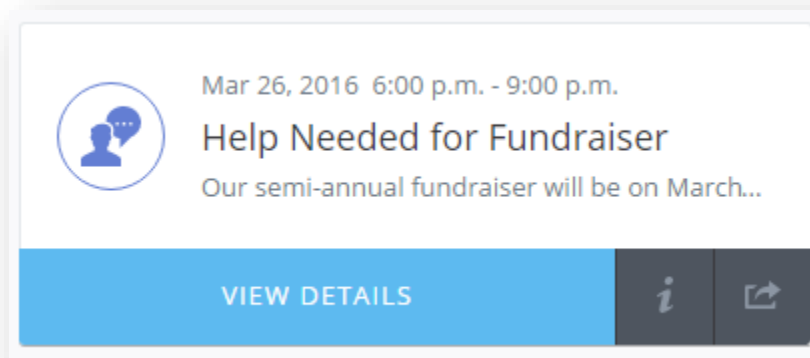
2. **Click on the Respond** button. Complete applicable fields regarding your contact information, your days available, and any comments you may have. Note that these fields are not required; because you've already entered your name and email address, the organization manager has what they need to contact you.
3. Click **Submit Need Response**.
4. Once you've responded to the need, two emails will be sent automatically:
   a. One email goes to you, thanking you for responding to the need.
   b. A second email goes to the organization manager, providing them with your name and email address, and any additional information you've provided.

After receiving this confirmation email, contact the organization to set up a time to go in and do your service. Their contact information is listed on their organization page.

iServe returns to the need information page. A "Confirmed" message shows that you've responded to the need. When viewing needs in the future, you'll see the "Confirmed" message on the posted need. In the example below, you can see that the user has responded to the need "Help Needed for Fundraiser."

How To Log Your Volunteer Hours

To log hours for a need posted in iServe:
1. Log into iServe using your WVU Login
2. Click **My Profile** to open your profile page.
3. Click **Track Hours**. Your volunteer hour record is displayed.

4. Click the dropdown hour under the **Add Time To** heading to view a list of all needs to which you have responded.

Hour Type

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

● Yes

Need * [Select a Need ⌄]

Q. What is the Reason you completed these Service Hours?

[✓]

Adventure WV
Club Sports
Coca-Cola Refresh My Room
Exercise Physiology
General Volunteer Service
Graduate Fellowship
Greek Organization
Honors College
Mandatory (Assigned by Residence Life)
Mandatory (Assigned by Student Conduct)
Promise Scholar
Specific Course
Sport & Exercise Psychology
Student Organization
Varsity Athletics

Q. For Club Sports, Student Org, or Specific Course, specify the name below (e.g. APO, Hockey, SOCA 101). If you chose Mandatory, specify who assigned the service (e.g. Eric O'Hara). You may also type "not sure".

[Eric O'Hara]

5. Select the applicable need.
Note: The list includes only those needs to which you have responded in iServe. For hours not associated with a need in iServe, you must complete the request form.

6. Complete the applicable fields regarding your hours. For mandatory hours for Student Conduct or Residential Life, select the correct field under reason for service:

7. Then fill-in questions 2 with the name of the person who assigned your service. If you are unsure of their name, fill-in the field with "not sure":

8. Click **submit** to log your hours.