CERVIS Tips for Volunteers

This step-by-step tutorial will walk you through logging into your CERVIS account to register for events and signing in/out of your scheduled shift.

19 Steps  View on Tango

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STEP 1

Go to Catholic Charities of Central & Northern Missouri – Volunteer Console

CERVIS can be accessed directly at https://cccnmo.cervistech.com/acts/console.php?console_id=0268&console_type=event&ht=1 or by following the links embedded on the volunteer page of the CCCNMO website. Enter password and submit CERVIS sign-in.

STEP 2

Register for an Upcoming Event

To register for upcoming event, visit the Volunteer Portal Home and select Register for an Upcoming Event.

Upcoming events are scheduled needs or volunteer shifts arranged in advance through CCCNMO.
STEP 3

Select Volunteer

Choose the name of the volunteer you wish to register.

STEP 4

Select Opportunity

Select the desired opportunity. There will be a separate opportunity for each upcoming need. Each opportunity will have unique event details and available time slots. It is critical that volunteers work with Catholic Charities staff to safeguard client information. PII and case-specific details will only be shared with onboarded volunteers.
STEP 5

Proceed to Time Slot Selection

Select "Click here to choose time slot(s) and register for event" to view available time slots for the selected opportunity.

STEP 6

Select Time Slot

Select desired time slot(s). The note below the date and time will vary and includes applicable details such as brief description of the activity, client involved, location, and/or grant details (grant details are only necessary for CCCNMO staff records).
STEP 7

Submit Registration

After selecting desired time slot(s), select "Register" at the bottom of the page. A note will appear on the page indicating that registration was successful.
STEP 8

Registration Confirmation and Reminder Emails

After successfully registering for a desired time slot(s), you will receive an email confirmation with opportunity details. You will also receive an email reminder 2 days prior to the service opportunity (NOTE - if the registration is made within 2 days of the time slot, a reminder email will not be sent).

Emails are generated through CERVIS and will appear in your inbox from Catholic Charities of Central & Northern Missouri <app_email@cervistech.com>. If you do not receive a confirmation/reminder email in your inbox, check your junk or spam folder.

In addition to necessary details (including shift date/time, name of the event organizer, and contact information) both emails will contain a cancellation link and a mobile sign-in link.
STEP 9

Signing In for a Shift

On the day of the shift you are registered for, select "Mobile Sign-In" from the confirmation/reminder email. This link will open a new window titled CERVIS Mobile Sign-In. Click "Sign-In" to begin recording service hours for your scheduled needs shift.
STEP 10

Signing Out of a Shift

After you have completed your shift, access the previously opened browser window titled CERVIS Mobile Sign-In (this can be done by pulling up the open browser window or by selecting "Mobile Sign-In" from the confirmation/reminder email). Enter impacts associated with the shift, such as mileage, etc. Use the designated fields to enter the value (number) and description of the impacts. If no mileage or other impacts are associated with the shift, enter 0 in the value field(s). Click "Sign-Out" to stop recording service hours for your scheduled needs shift.

STEP 11

FAQ – I Forgot to Sign-In for the Shift

Each shift has a programmed start and end time, as well as an estimate of the total number of hours served. The programmed start time accounts for arrival at the home and transportation to the service activity (if applicable). The programmed end time accounts for the entire duration of the service activity and return transportation from the service activity (if applicable). The estimate of total hours served reflects the total anticipated time to complete the shift.

If you have registered for a shift, but do not sign-in, CERVIS will record the programmed estimate of total hours. If your total time served falls within 15 min. of the estimate, no action is needed. If your total time served exceeds 15 min. of the estimate, contact CCCNMO to adjust the hours.
STEP 12

FAQ – I Forgot to Sign-Out of the Shift

If you signed-in to a shift, but do not sign-out, CERVIS will record the the total hours from sign-in through the programmed end time of the shift. If your total time served falls within 15 min. of the programmed end time, no action is needed. If your total time served exceeds 15 min. of the programmed end time, contact CCCNMO or sponsor group leaders to adjust the hours.

Impacts associated with the shift (such as mileage) can be recorded in CERVIS on another screen (see instructions to Record or Update Volunteer Impacts).

STEP 13

FAQ – I Need to Cancel Registration for a Shift

Option 1: Select "Cancel Registration" from the confirmation/reminder email. This link will open a new window titled Cancel Event Registration. Select "Click here to cancel registration" to cancel your scheduled needs shift.

Option 2: Visit the Volunteer Portal Home and select View or Cancel Registration for an Upcoming Event. Check the box(es) next to the scheduled need and then click "Cancel selected registrations" to cancel a scheduled needs shift.

NOTE – If you cancel registration within 2 days of the time slot, notify CCCNMO so that alternate arrangements can be made.
STEP 14

Service Project Activity

Service project hours are recorded retrospectively (following discussion/approval by CCCNMO), and are often used to record group service hours, administrative duties, etc.

To record service hours, visit the Volunteer Portal Home and select Record or Update Service Project Activity.
Completing a Service Project Activity Entry

Select the name of the volunteer and service project, followed by the date the service was provided and the total number of hours served. In the Notes field, provide a brief description of the service provided, number of volunteers involved (if applicable), names of the clients involved (if applicable), service location, and outcome (if applicable). This information will be reviewed and used by CCCNMO staff. Click "Record Service Project Activity" when finished.
STEP 16

Review or Update Service Project Activity

Entries will appear under the heading Current Profile Service Project Activity. To edit notes, select the notes icon, enter revisions, and select save changes.

STEP 17

Record or Update Volunteer Impact

To view, record, or update impacts associated with completed shift or service project entry, visit the Volunteer Portal Home and select Record or Update Volunteer Impact.
STEP 18

**Log or Update Impact**

Click on Log Impact or Update Impact
STEP 19

Enter Volunteer Impacts

Enter impacts associated with the scheduled need, such as mileage or contributions. Use the designated fields to enter the value (number) and description of the impacts. If no mileage or contributions are associated with the scheduled need, enter 0 in both value fields. Click Log Impact to complete the entry.