



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

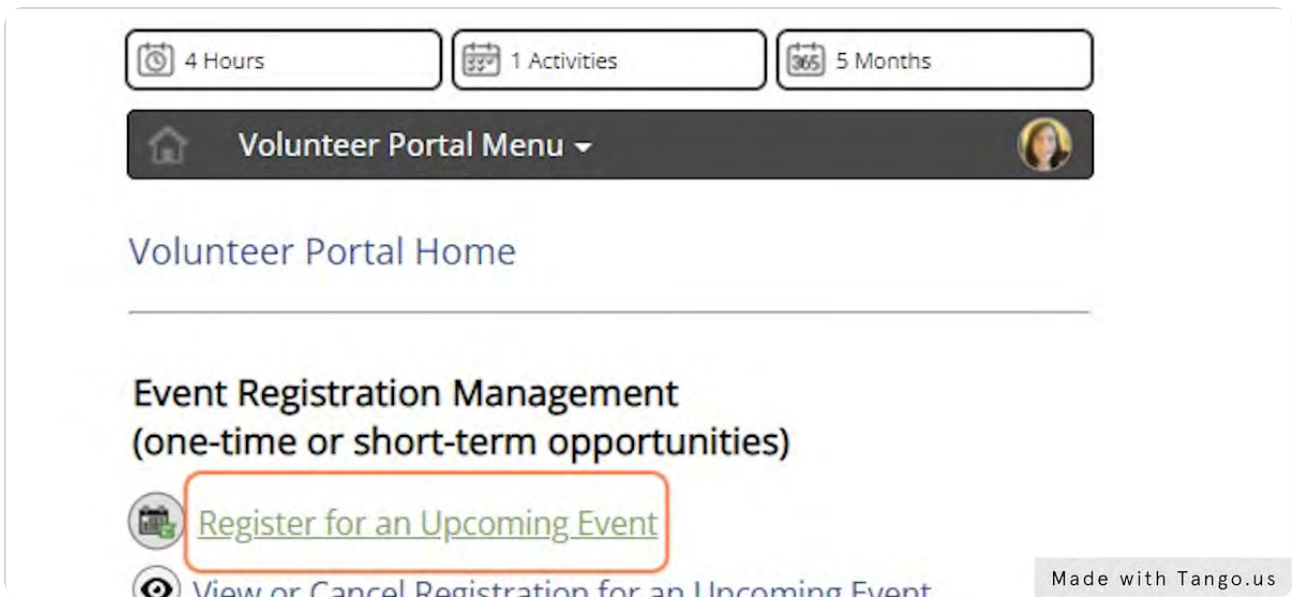
CERVIS can be accessed directly at https://ccnmo.cervistech.com/acts/console.php?console_id=0268&console_type=event&ht=1 or by following the links embedded on the volunteer page of the CCCNMO website. Enter password and submit CERVIS sign-in.

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.

The screenshot shows a web interface for selecting a volunteer. At the top, there are three blue links: 'If you would like to view the opportunities you are CURRENTLY registered for, or CANCEL your registration for an upcoming opportunity, please CLICK HERE.', 'If you would like to view your PAST registration activity, please CLICK HERE.', and 'If you would like to log impact for an activity you have participated in, please CLICK HERE.'. Below these is a dark grey header 'Step 1: Select a Volunteer Below' with a right-pointing arrow. Underneath is a dropdown menu with 'Test T.' selected and a downward arrow. To the right of the dropdown is a calendar icon. Below the dropdown are three checked checkboxes: 'Show Opportunity Calendar', 'Use Private Registration Code', and 'Search Opportunities by Interest, Location, Date or Keyword'. Below these is another dark grey header 'Step 2: Select an Available Opportunity Below' with a right-pointing arrow. At the bottom, there is a horizontal line with 'Highlighted Opportunities' in the center. A 'Made with Tango.us' watermark is in the bottom right corner.

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.

The screenshot shows a list of volunteer opportunities. Each entry includes a radio button, the opportunity name, dates, and the number of people needed. The 'JC - Food Pantry Assistance' entry is selected with a blue radio button and circled in red. Below it is a green button that says 'Step 3: Click here to choose time slot(s) and register for this event'. The 'JC - Welcome Center/Office Assistance' entry at the bottom is marked 'Event Full'. At the very bottom, there is a green button with a checkmark that says 'Choose time slot(s) and register for the selected event'. A 'Made with Tango.us' watermark is in the bottom right corner.

| | | |
|----------------------------------|---|---------------|
| <input type="radio"/> | Aug 14 - Sep 1, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | 14 Needed |
| <input type="radio"/> | JC - Outdoor Beautification & Maintenance Aug 14 - Aug 30, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | 20 Needed |
| <input type="radio"/> | JC - Demonstration Garden Aug 14 - Oct 31, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | 159 Needed |
| <input type="radio"/> | Columbia - Welcome Center/Office Assistance Aug 15 - Aug 31, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | 20 Needed |
| <input type="radio"/> | JC - Senior Food Boxes Aug 15 - Aug 31, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | 3 Needed |
| <input checked="" type="radio"/> | JC - Food Pantry Assistance Aug 17 - Aug 31, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | 50 Needed |
| <input type="radio"/> | JC - Welcome Center/Office Assistance Aug 18 - Aug 25, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | Event Full |

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.

The screenshot shows a list of volunteer opportunities. The selected event, "JC - Food Pantry Assistance", is highlighted with a blue radio button. A red box highlights a button that says "Step 3: Click here to choose time slot(s) and register for this event". Below the list, there is a green button that says "Choose time slot(s) and register for the selected event" and a "Made with Tango.us" watermark.

| Event Name | Availability | Volunteers Needed |
|---|----------------------------------|-------------------|
| Aug 14 - Sep 1, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | <input type="radio"/> | 14 Needed |
| JC - Outdoor Beautification & Maintenance | | |
| Aug 14 - Aug 30, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | <input type="radio"/> | 20 Needed |
| JC - Demonstration Garden | | |
| Aug 14 - Oct 31, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | <input type="radio"/> | 159 Needed |
| Columbia - Welcome Center/Office Assistance | | |
| Aug 15 - Aug 31, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | <input type="radio"/> | 20 Needed |
| JC - Senior Food Boxes | | |
| Aug 15 - Aug 31, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | <input type="radio"/> | 3 Needed |
| JC - Food Pantry Assistance | | |
| Aug 17 - Aug 31, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | <input checked="" type="radio"/> | 50 Needed |
| Step 3: Click here to choose time slot(s) and register for this event | | |
| JC - Welcome Center/Office Assistance | | |
| Aug 18 - Aug 25, 2022 (Multiple Times Available) Catholic Charities of Central & Northern Missouri | <input type="radio"/> | Event Full |

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).

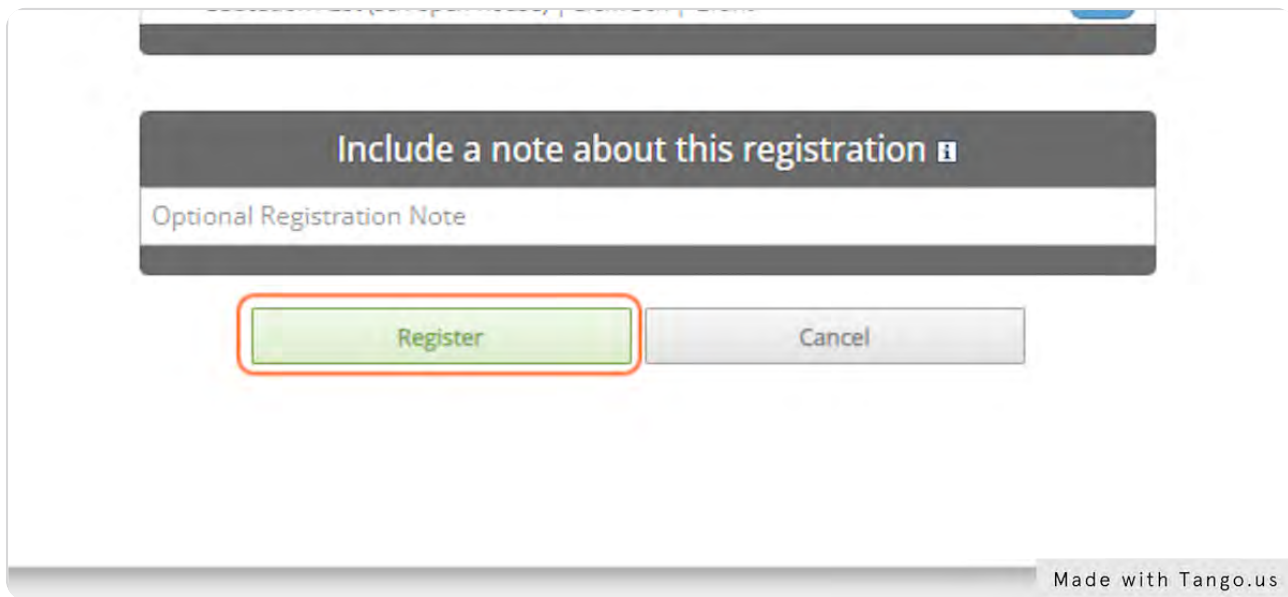
The screenshot shows a table titled "Select an Available Slot Below". The table has two columns: "Date/Time & Details" and "Volunteers Needed". The second row is highlighted in yellow and has a blue checkmark in the checkbox column. A red box highlights the second row. Below the table, there is a "Made with Tango.us" watermark.

| Date/Time & Details | Volunteers Needed |
|---|-------------------|
| <input type="checkbox"/> Wed, Aug 17, 2022 - 2:00 PM to 4:00 PM Stocking Shift | 2 |
| <input checked="" type="checkbox"/> Wed, Aug 17, 2022 - 3:45 PM to 7:15 PM Food Pantry Shift | 4 |
| <input type="checkbox"/> Fri, Aug 19, 2022 - 9:45 AM to 1:15 PM Food Pantry Shift | 5 |
| <input type="checkbox"/> Sat, Aug 20, 2022 - 9:45 AM to 1:15 PM Food Pantry Shift | 4 |
| <input type="checkbox"/> Mon, Aug 22, 2022 - 2:00 PM to 4:00 PM Stocking Shift | Full |
| <input type="checkbox"/> Mon, Aug 22, 2022 - 3:45 PM to 7:15 PM Food Pantry Shift | |

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.



The image shows a registration confirmation dialog box. At the top, there is a dark grey header with the text "Include a note about this registration" followed by an information icon. Below this is a white text input field with the placeholder text "Optional Registration Note". At the bottom of the dialog, there are two buttons: a green "Register" button with a red border, and a grey "Cancel" button. The dialog is set against a light grey background with a dark grey footer that contains the text "Made with Tango.us".

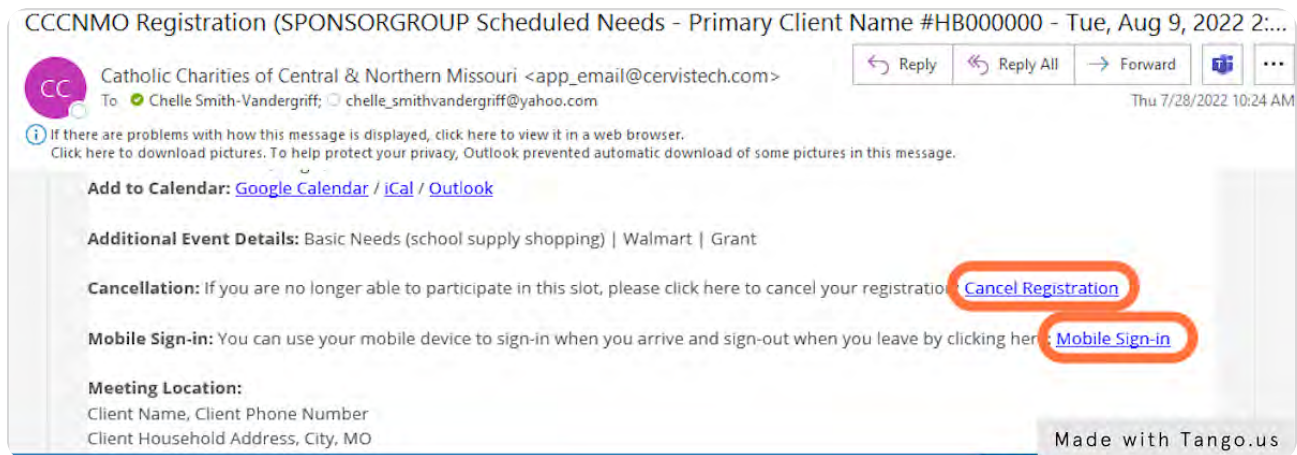
STEP 8

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.

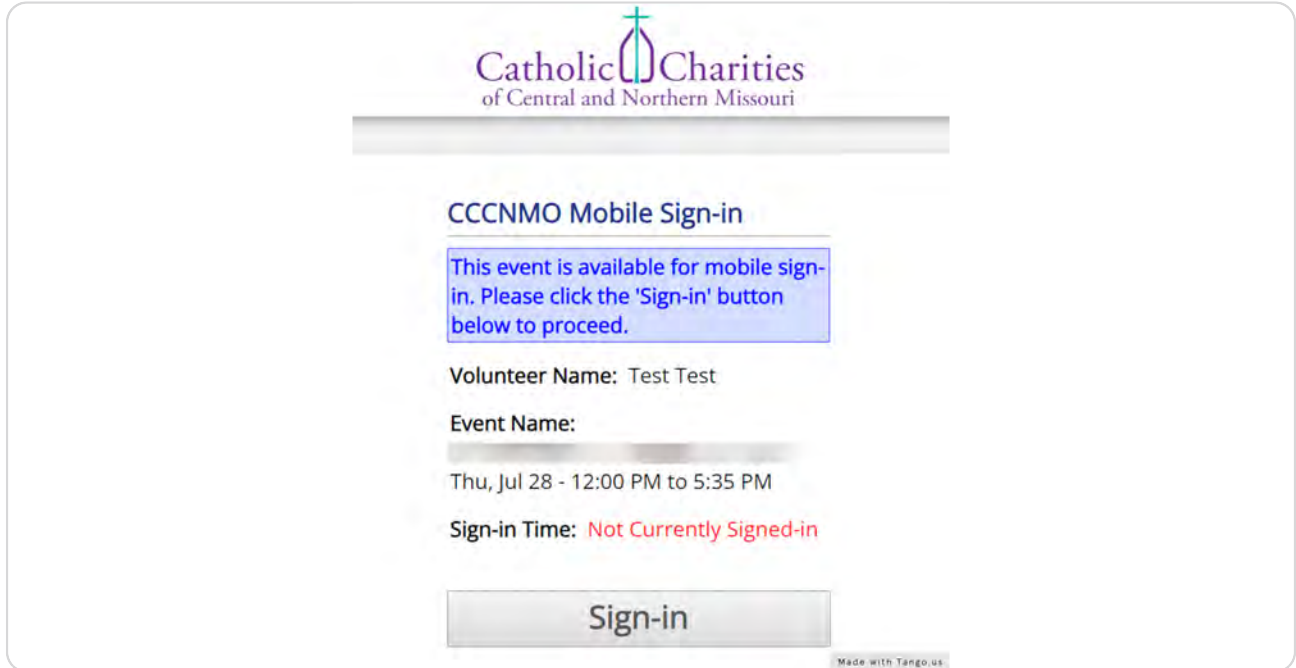
In addition to necessary details (including shift date/time, name of the event organizer, and contact information) both emails will contain a cancellation link and a mobile sign-in link.



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.



The screenshot shows a mobile sign-in interface. At the top is the logo for Catholic Charities of Central and Northern Missouri. Below the logo is a horizontal bar. The main heading is "CCCNMO Mobile Sign-in". A blue box contains the text: "This event is available for mobile sign-in. Please click the 'Sign-in' button below to proceed." Below this, the volunteer name is "Test Test". The event name is redacted with a grey bar. The event time is "Thu, Jul 28 - 12:00 PM to 5:35 PM". The sign-in time is "Not Currently Signed-in". At the bottom is a large "Sign-in" button. A small watermark "Made with Tango.us" is visible in the bottom right corner of the screenshot.

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.



The screenshot displays the 'CCCNMO Mobile Sign-in' interface. At the top, a green message box states: 'You have successfully signed-in to the event listed below.' Below this, the 'Volunteer Name' is 'Test Test' and the 'Event Name' is 'Thu, Jul 28 - 12:00 PM to 5:35 PM'. The 'Sign-in Time' is 'Thu, Jul 28 - 11:25 AM'. There are two input fields for 'Miles Driven', each with a small text box below it: 'Enter the total number of miles driven. Use the Notes field to provide a brief description of the transportation services provided (who or what was transported, where, etc.)'. Below these are two 'Notes: (Optional)' text input fields. At the bottom, there is a 'Sign-out' button and a small 'Work with Text' watermark.

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).

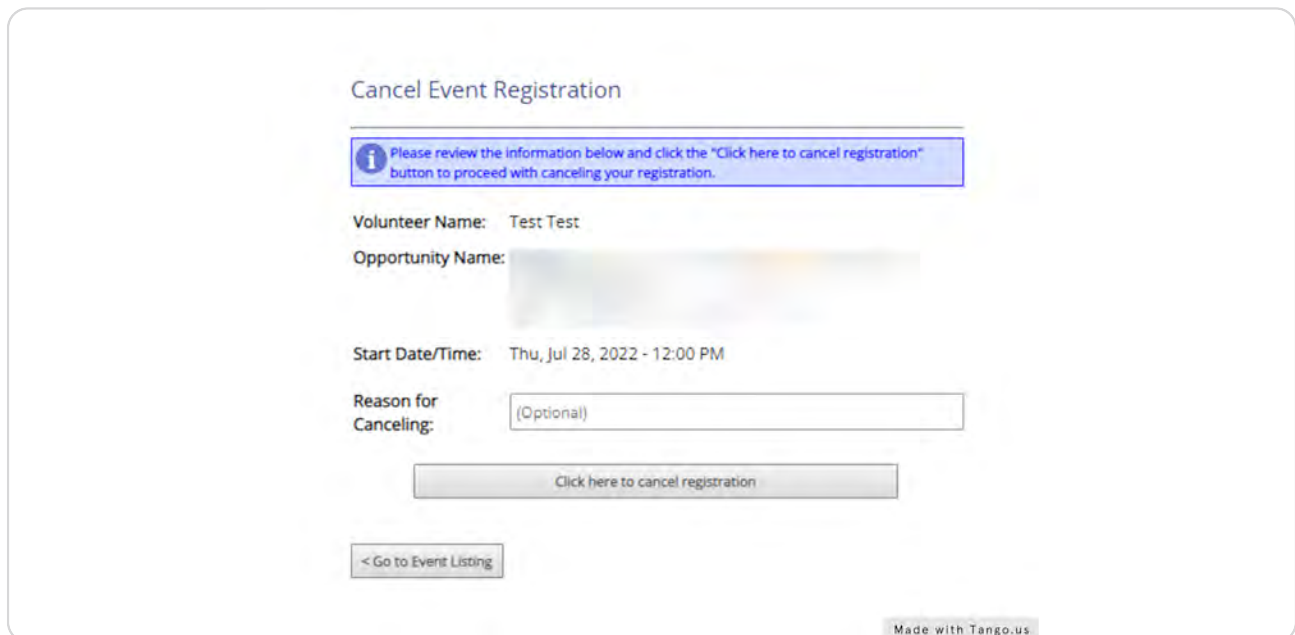
STEP 13

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.



The screenshot shows a web form titled "Cancel Event Registration". At the top, there is a blue information box with a white 'i' icon and the text: "Please review the information below and click the 'Click here to cancel registration' button to proceed with canceling your registration." Below this, the form displays the following fields:

- Volunteer Name:** Test Test
- Opportunity Name:** [Redacted]
- Start Date/Time:** Thu, Jul 28, 2022 - 12:00 PM
- Reason for Canceling:** (Optional) [Text input field]

At the bottom of the form, there are two buttons:

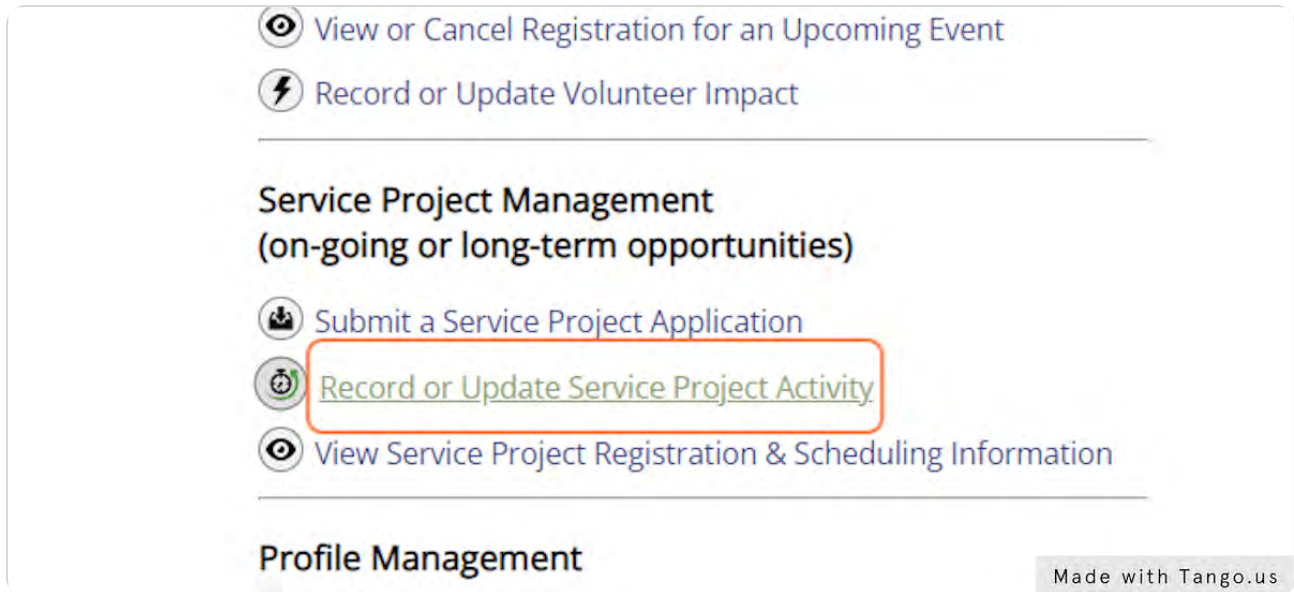
- A large grey button labeled "Click here to cancel registration".
- A smaller grey button labeled "< Go to Event Listing".

In the bottom right corner of the form area, there is a small grey box that says "Made with Tango.us".

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.



The screenshot shows a vertical menu of options. At the top, there are two items: 'View or Cancel Registration for an Upcoming Event' with an eye icon, and 'Record or Update Volunteer Impact' with a lightning bolt icon. A horizontal line separates these from the next section, 'Service Project Management (on-going or long-term opportunities)'. This section contains three items: 'Submit a Service Project Application' with a person icon, 'Record or Update Service Project Activity' with a clock icon (this item is highlighted with a red rectangular border), and 'View Service Project Registration & Scheduling Information' with an eye icon. Another horizontal line follows. The final item is 'Profile Management'. In the bottom right corner, there is a small grey box with the text 'Made with Tango.us'.

- View or Cancel Registration for an Upcoming Event
- Record or Update Volunteer Impact

Service Project Management
(on-going or long-term opportunities)

- Submit a Service Project Application
- Record or Update Service Project Activity**
- View Service Project Registration & Scheduling Information

Profile Management

Made with Tango.us

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 3: Enter your Activity Details Below

Service Date:* [1]

Service Hours:* [1]

Notes (1000 character max): [1]

✓ Step 4: Record Service Project Activity

Current Profile Service Project Activity

| <input type="checkbox"/> | Name | Service Project | Service Date | Service Hours | Notes |
|--------------------------|------|-----------------|--------------|---------------|-------|
|--------------------------|------|-----------------|--------------|---------------|-------|

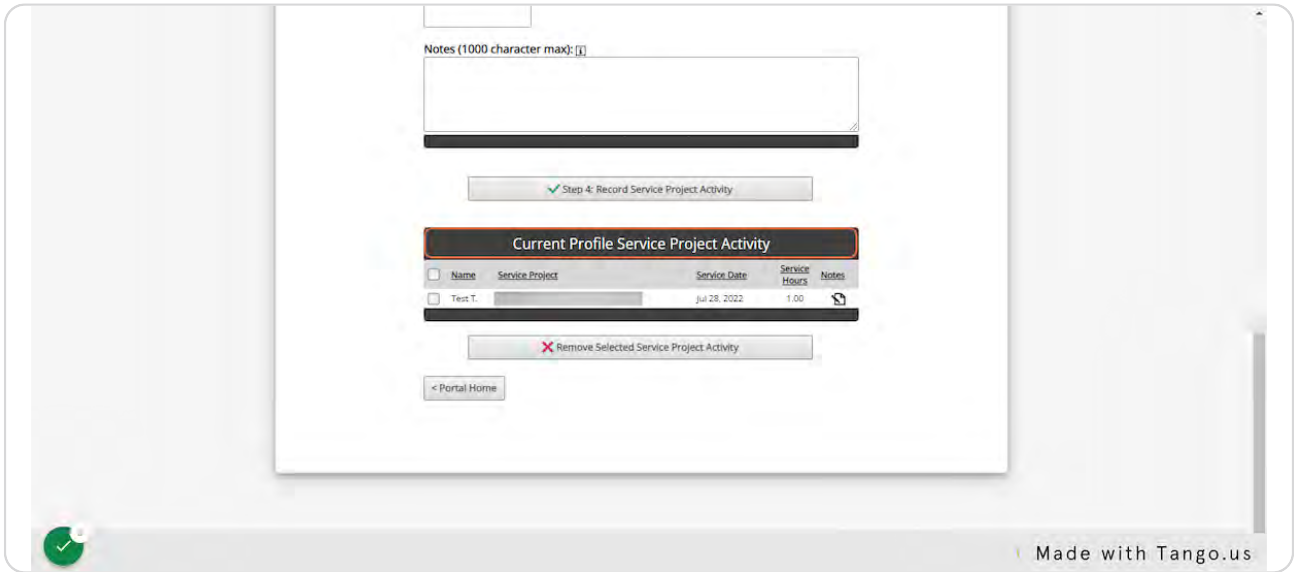
[Portal Home](#)

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STEP 16

Review or Update Service Project Activity

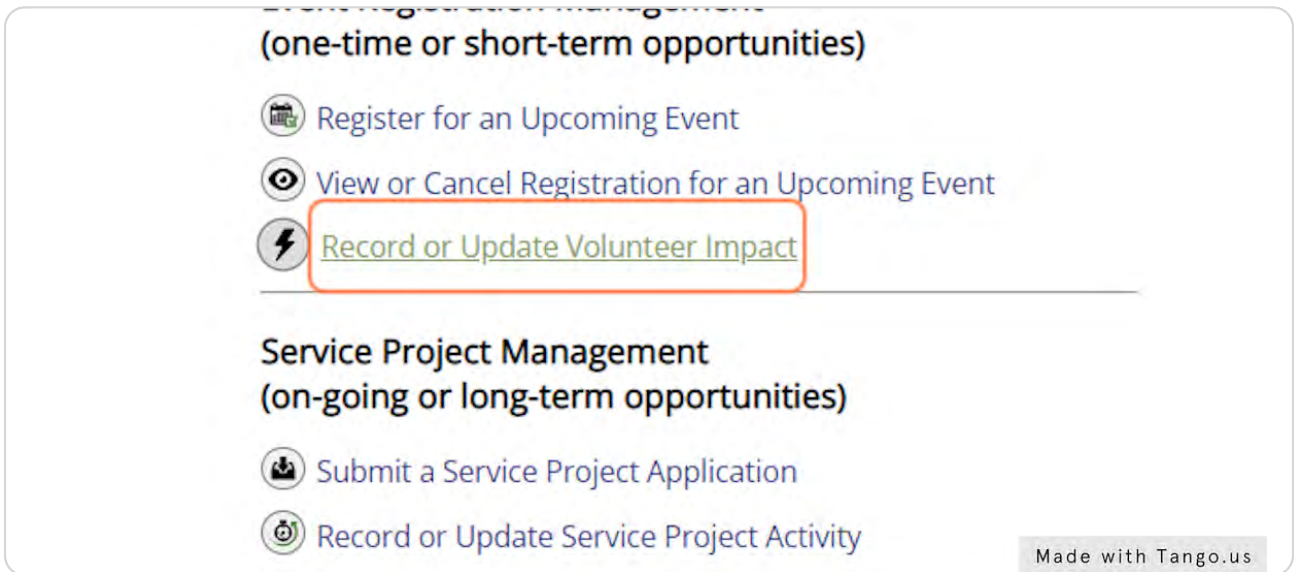
Entries will appear under the heading Current Profile Service Project Activity. To edit notes, select the notes icon, enter revisions, and select save changes.



STEP 17

Record or Update Volunteer Impact

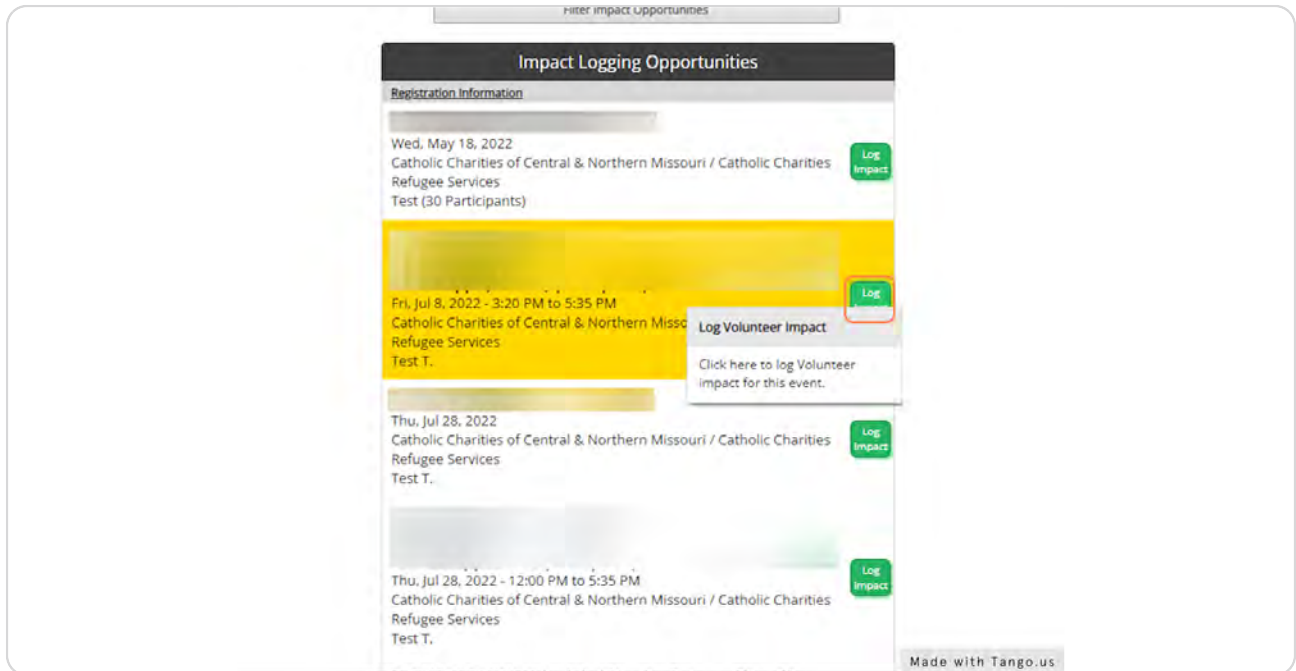
To view, record, or update impacts associated with completed shift or service project entry, visit the Volunteer Portal Home and select Record or Update Volunteer Impact.



STEP 18

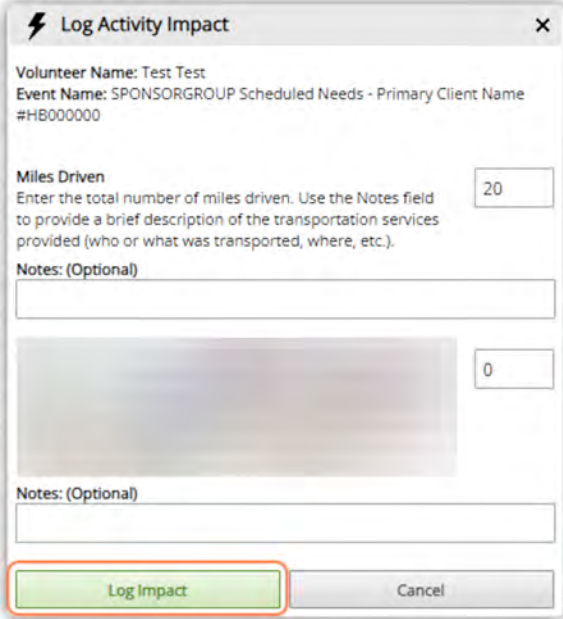
Log or Update Impact

Click on Log Impact or Update Impact



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.



Log Activity Impact [X]

Volunteer Name: Test Test
Event Name: SPONSORGROUP Scheduled Needs - Primary Client Name
#HB000000

Miles Driven
Enter the total number of miles driven. Use the Notes field to provide a brief description of the transportation services provided (who or what was transported, where, etc.)

20

Notes: (Optional)

0

Notes: (Optional)

Log Impact Cancel

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