COMMUNITY & CIVIC ENGAGEMENT
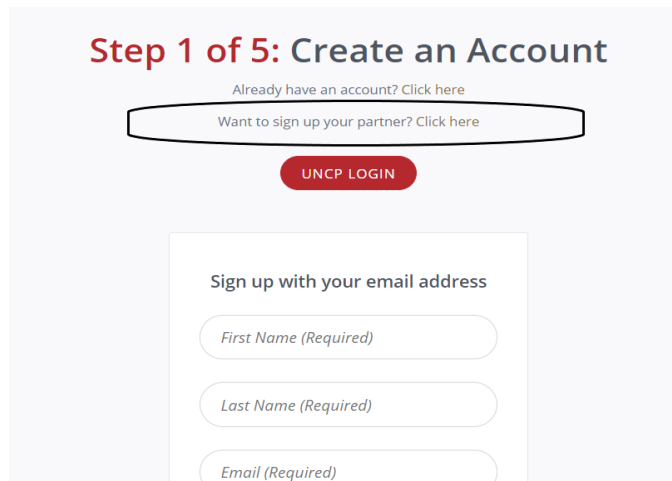## UNIVERSITY OF NORTH CAROLINA PEMBROKE

UNCP Serve 101

UNCP Serve is an online, mobile-friendly solution that is used to connect community partners with UNCP students, faculty, and staff for meaningful service opportunities. Below, you will find steps to help register your organization, log-in to UNCP Serve, and manage your UNCP Serve profile. If you have further questions, feel free to contact The Office for Community & Civic Engagement at 910-521-6163 or cce@uncp.edu.

A. Registering Your Organization

1. Visit https://serve.uncp.edu/agency/signup/
2. Click Sign Up
3. Click Click Here *(located beside Want to sign up your partner?)*

Step 1 of 5: Create an Account

Already have an account? Click here

Want to sign up your partner? Click here

UNCP LOGIN

Sign up with your email address

First Name (Required)

Last Name (Required)

Email (Required)

Your request will be reviewed by the Office for Community and Civic Engagement staff. Once your request has been reviewed, you will receive instructions on how to manage your profile.

B. Creating A Personal Account *(If you have already registered your organization or created a personal account, omit this step).*

1. Visit https://serve.uncp.edu/user/register/
2. Click Sign Up *(located on black header at the top of your screen)*

3. Complete Steps 1 - 5 *(Expected Graduation Date is NOT REQUIRED. This is ONLY for UNCP Students)*
4. Once you complete Steps 1 - 4, please notify our office that this has been completed via phone or email.
5. You will then be added as the primary or secondary manager of your agency's profile.
   a. Primary Manager - As the primary manager, some functions you have include, but are not limited to:
      i. Adding secondary managers
      ii. Editing your agency profile
      iii. Creating or editing volunteer opportunities
      iv. Creating or editing events
      v. Approving pending volunteer hours
      vi. Checking in volunteers
      vii. Emailing volunteers

C. Logging In

1. Visit https://serve.uncp.edu/user/login/
2. Click Login *(located on black header at the top of your screen)*
3. Login using the email and password you used to create your personal profile or agency's profile.

D. Managing Your Agency Profile

1. Once logged in to UNCP Serve, click My Partners *(located on black header at the top of the screen. Your agency name should be displayed here after clicking or may already be displayed).*
2. Click Edit
   a. After clicking on this tab, features include:
      i. Adding a partner logo
      ii. Adding/deleting partner managers (only primary managers have this ability)
      iii. Editing basic information - *partner name, hours of operation*
      iv. Editing contact information
      v. Editing location
      vi. Adding links - *Official website, Facebook, Twitter*
      vii. Editing descriptions - *Who We Are, What We Do*
      viii. Adding photos
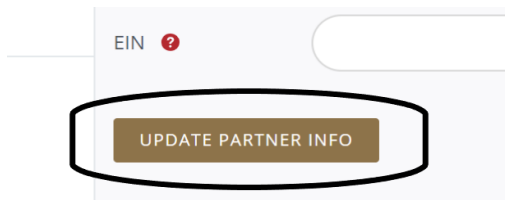
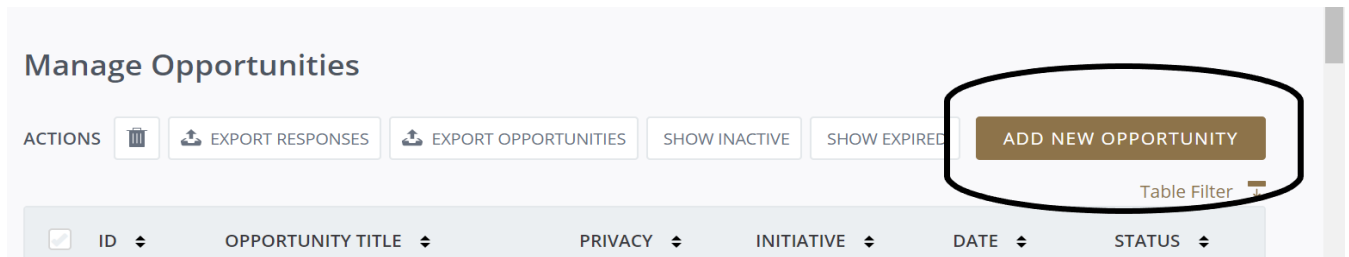Reminder: Click UPDATE PARTNER INFO when editing any information.

E. Posting an Opportunity *(Opportunity → type of service volunteers will engage in - e.g. Tutors, Mentors)*

Once the opportunity is approved you can edit and view responses. Viewing the responses allows you to see the volunteers name, date/time they signed up, and even send out email reminders.

1. Once logged in to UNCP Serve, click My Partners *(located on black header at the top of the screen. Your agency name should be displayed here after clicking or may already be displayed).*
2. Click Opportunities

3. Click Add New Opportunity (*located under* **Manage Opportunities** *to the right of your screen*)

Manage Opportunities

ACTIONS 🗑 ⬆ EXPORT RESPONSES   ⬆ EXPORT OPPORTUNITIES   SHOW INACTIVE   SHOW EXPIRED   **ADD NEW OPPORTUNITY**

Table Filter

☑	ID ⬍	OPPORTUNITY TITLE ⬍	PRIVACY ⬍	INITIATIVE ⬍	DATE ⬍	STATUS ⬍

4. Once you have added your opportunity, click Create Opportunity (*located at the end of the form*). *If you do not click this, your information will not be saved.*

F. Emailing Volunteers

1. Once logged in to UNCP Serve, click Opportunities
2. Click Responses **(located under your opportunity)** - All responses for the opportunity will be displayed.

ID ⬍	OPPORTUNITY TITLE ⬍	PRIV
375477	CARE Resource Center 🔒 Edit Responses View	Priv

3. Click **message responders** to email volunteers reminders, updates/changes, etc.

G. Posting an Event (**Event** → *something you want people to attend - e.g. Appreciation Day*)

1. Once logged in to UNCP Serve, click My Partners (*located on black header at the top of the screen. Your agency name should be displayed here after clicking or may already be displayed*).
2. Click Events
3. Click Add New Event (*located under* **Manage Events** *to the right of your screen*)

Manage Events

ACTIONS 🗑 ⬆ EXPORT RSVPs ⬆ EXPORT EVENTS SHOW INACTIVE

ADD NEW EVENT

Table Filter

☑	ID ⬍	EVENT TITLE ⬍	DATE ⬍	UPDATED ⬍	STATUS ⬍	RSVP ⬍

4. Once you have added your information, click Create Event (*located at the end of the form*). *If you do not click this, your information will not be saved.*

H. Checking In With Volunteers

The check-in tab is where community partners can check in volunteers who have signed up for the volunteer opportunity.

1. Once logged in to UNCP Serve, Click My Partners (*located on black header at the top of the screen. Your agency name should be displayed here after clicking or may already be displayed*).
2. Click Check-In
3. Click Check-In Kiosk

VERIFIED VOLUNTEERS   CHECK-IN   CHECKED IN NOW

Please select the opportunity

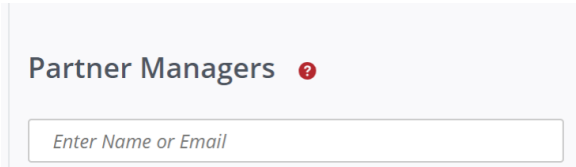Is Ongoing
CARE Resource Center
UNCP CARE Resource Center

LIST

I. Adding A Secondary Manager

If there is a representative within your agency that you would like to grant secondary manager status over your agency profile, they will need to create a personal profile on UNCP Serve (*See steps 1-3 in "B. How to Create a Personal Profile on UNCP Serve"*).

As the primary manager, follow the steps below to add them once they complete steps above:

1. Once logged in to UNCP Serve, click My Partners *(located on black header at the top of the screen. Your agency name should be displayed here after clicking or may already be displayed).*
2. Click Edit
3. After clicking Edit, a column for "Partner Manager" should be displayed beside a column for your "Partner Logo."
4. Begin typing the first name or email of the representative in the box displayed under "Partner Manager" *(Enter Name or Email)*

5. Click the representatives' name or email once it is displayed after typing it in the box.
6. They have been assigned!

   Additional Info:

   - Primary managers will have a filled in star by their name. Secondary managers will have a star that is not filled in.
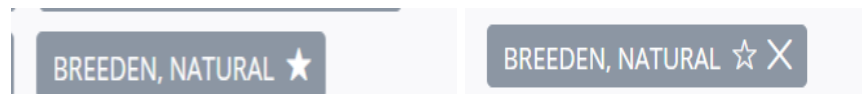
   - The only function secondary managers do not have is adding or deleting agency managers.
   - You can add or assign as many secondary managers as you like. However, ONE (1) primary manager needs to be assigned.

- You can add a representative of your organization as the primary manager at any time by clicking the star.
- Remember, if you assign a representative as the primary manager instead of the secondary manager, you will not have the ability to add or delete agency managers.

Additional Resources

Please utilize the Partner Manager's Toolbox on UNCP Serve to access helpful articles and videos.

UNCP CARE Resource Center

Click here to open Partner Manager's Toolbox

VIDEO GUIDE TO THE VOLUNTEER CHECK-IN KIOSK

VIEW   EDIT   OPPORTUNITIES   EVENTS   STATS   SCHEDULE   TIME TRACKING   ADVANCED EVENTS   STERLING VOLUNTEERS

CHECK-IN   CHECKED IN NOW