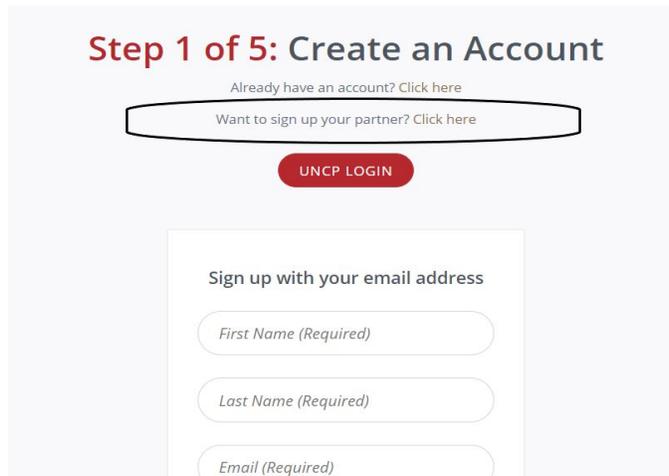


## Navigating Through UNCP Serve

[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](mailto:cce@uncp.edu) or Assistant Director for Community Engagement, Natural Love, at 910-775-4719 or [natural.love@uncp.edu](mailto:natural.love@uncp.edu).

### A. How to Register Your Organization

1. Go to [serve.uncp.edu](http://serve.uncp.edu)
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. How to Create a Personal Profile on UNCP Serve (*If you have already registered your organization or created a personal profile, omit this step.*)

1. Go to [serve.uncp.edu](http://serve.uncp.edu)
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*)



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4. Once you complete Steps 1 - 5, notify Natural Love, Assistant Director for Community Engagement with the Office for Community & Civic Engagement that this has been completed. Please include in your email: your name, organization or agency, and a contact number in case additional information is needed.
5. You will then be added as the primary or secondary manager of your agency's profile. *See "out primary and secondary managers."*
  - 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. How to Login to UNCP Serve

1. Go to [serve.uncp.edu](https://serve.uncp.edu)
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.

Login

UNCP LOGIN

HAVEN'T SIGNED UP YET? CLICK HERE

Email

Password

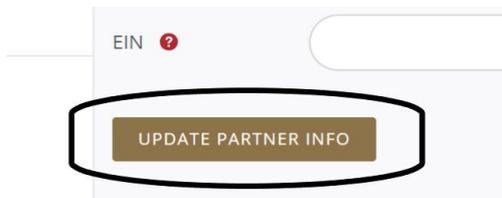
LOGIN

Remember me

[Forgot your password?](#)

## D. How to Manage 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.**

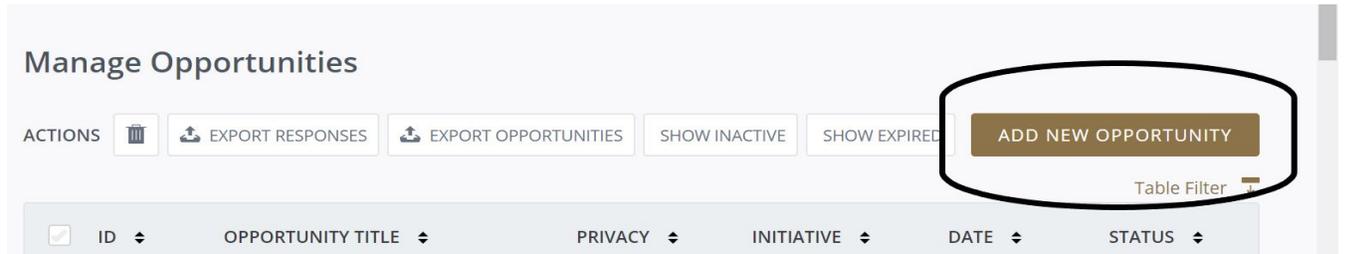
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## E. Posting an Opportunity (*Opportunity → type of service volunteers will engage in - e.g. Tutors, Mentors*)

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*)



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

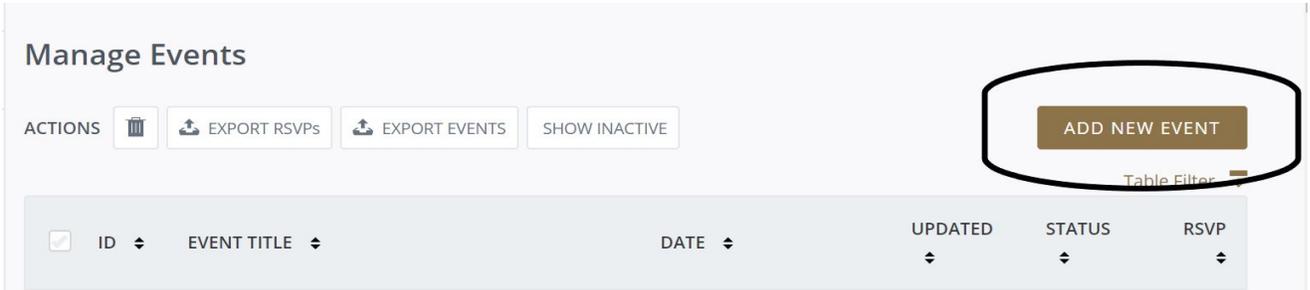
1. Once logged in to UNCP Serve, click Opportunities
2. Click Responses (*located under your opportunity*) - All responses for the opportunity will be displayed.

ID	OPPORTUNITY TITLE	PRIVACY
375477	CARE Resource Center Edit Responses View	Private

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 

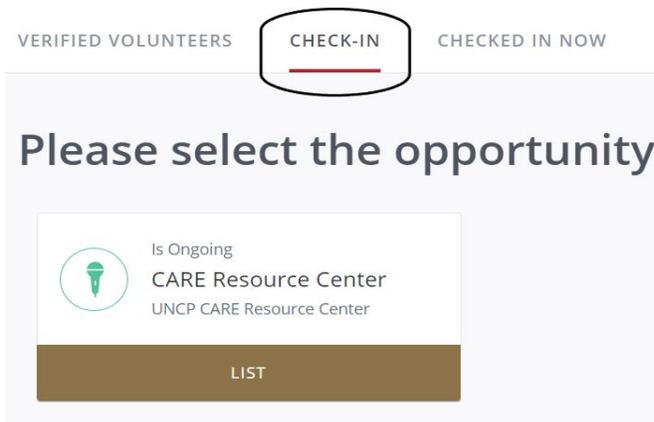
<input type="checkbox"/>	ID	EVENT TITLE	DATE	UPDATED	STATUS	RSVP
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4. Once you have added your information, click Create Event (*located at the end of the form*). *If you do not click this, your information will not be saved.*

## H. How to Check-In 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

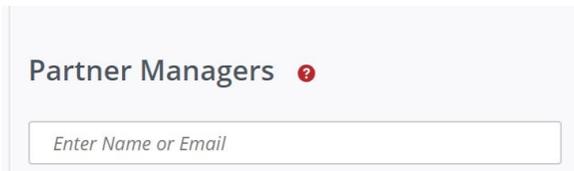
**LIST**

## I. How to Add 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.**



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- 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.