CU SERVES
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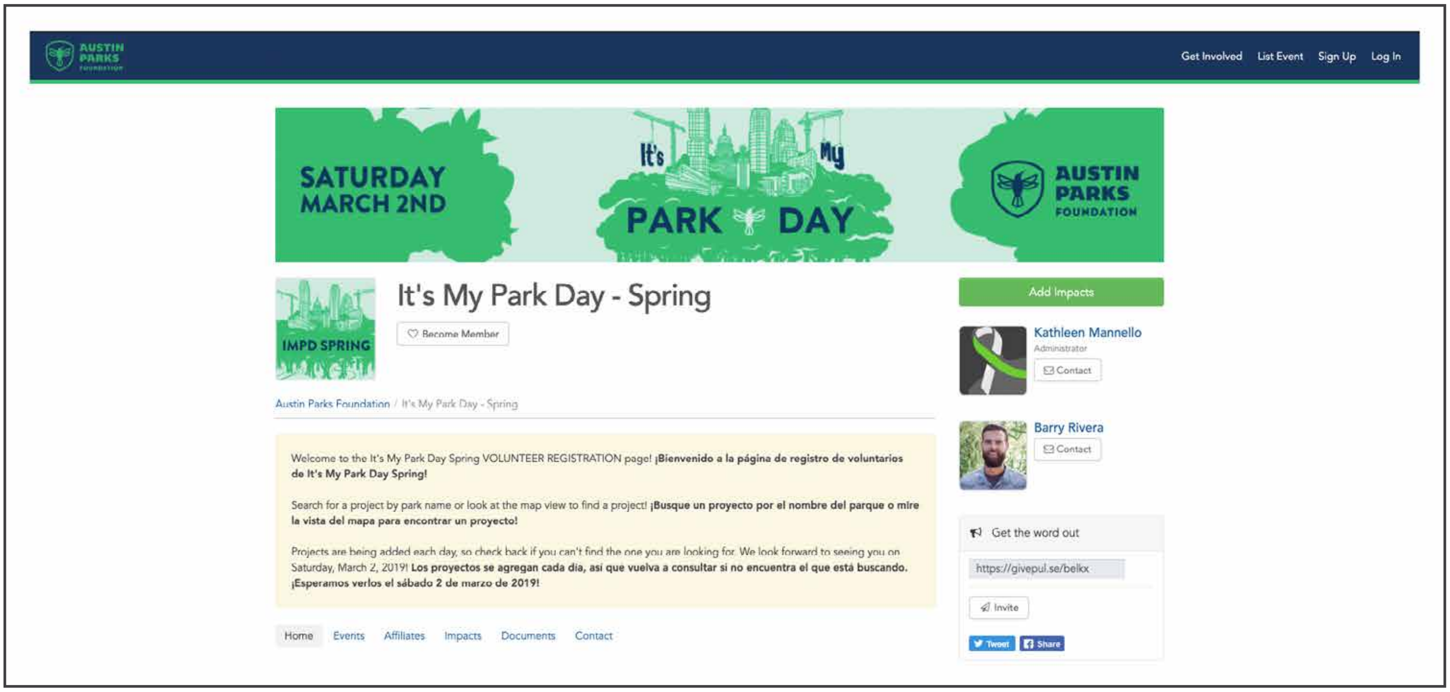
CUServes Volunteer and Event Management Tool

The University of Colorado Boulder has partnered with GivePulse to provide CUServes, a collaborative space for campus departments and community organizations to post and manage opportunities for volunteer engagement. As individuals and groups discover these opportunities, they are able to register and track their attendance and impacts (like hours and donations) with your organization.

Product Overview



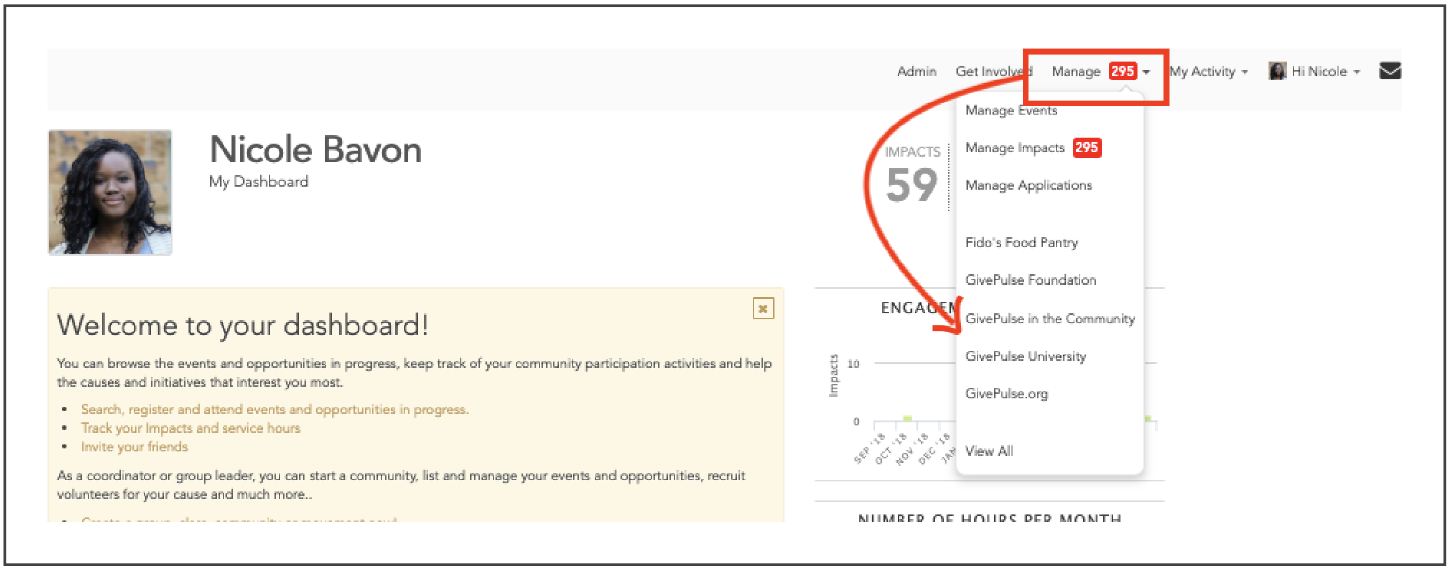
Given your relationship with CU Boulder, you have been provided a basic volunteer and event management account on CUServes, a platform to coordinate all your volunteer management needs.

This basic account provides you the opportunity to post unlimited volunteer opportunities while recruiting and engaging students, faculty, staff, alumni and community members. All event postings to the site with the basic account are public and will automatically share to your affiliated partners (colleges/universities/corporate organizations). In the case you have additional affiliate partners, you can onboard them yourself or we can work with you to welcome them into the network.

What does this mean for you?

You should have or will soon receive a claim account email from CUServes/GivePulse. If you have not, please contact volunteer@colorado.edu. Note: There are occasions, depending on your email configuration, that messages from CUServes/GivePulse will be marked as spam, archived, junk or some variant. Please be sure to mark these emails as safe. We also recommend you request that your IT team whitelist the email servers.

Once you receive the email invite, click on the included link for a walkthrough of the steps to set up a password for your user account on CUServes. Once you are logged in, you will have access to your user dashboard. From here, find the “Manage” link in the top right navigation for a list of actions and group(s) you can manage. Your organization’s group account should be available here. If you don’t see your group name, you are currently not set up as an administrator. Please contact volunteer@colorado.edu for assistance.



Group Dashboard

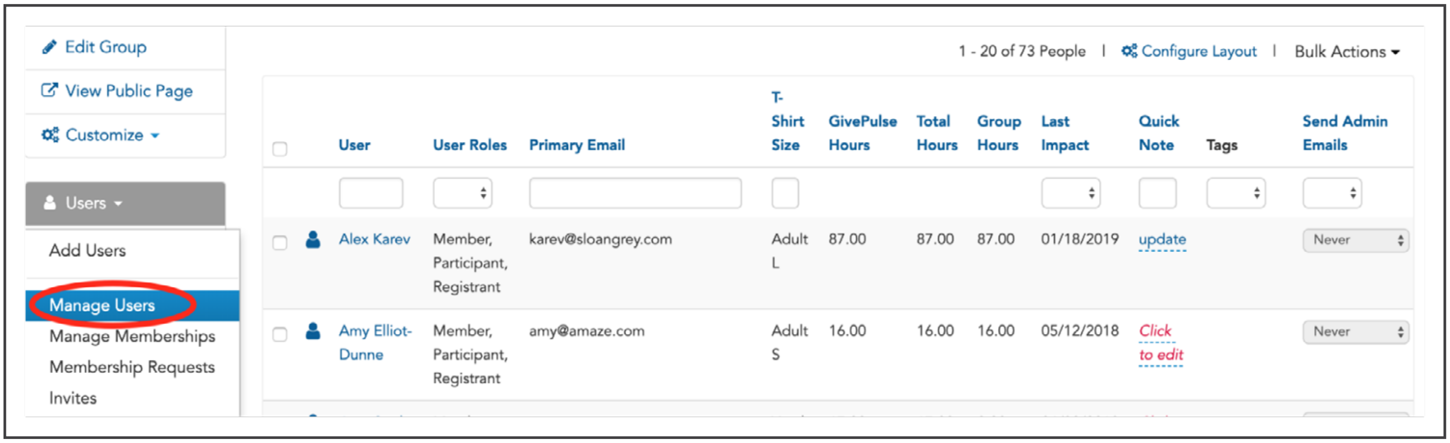
If you clicked on your group name via the “Manage” option as outlined above, you will be redirected to the group management dashboard. This will allow you to oversee all administrative functions for the group. As an introduction, we recommend all new admins click on “View Tour” for an overview of some navigational elements of the platform. There is additional information in the “Support Center.”

GivePulse Group

In case you did not come from the "Manage" option in the top right, and you see the group profile publicly, look for the blue "Manage" button. This will give you access to the group dashboard mentioned above. The group dashboard is where you can update your group description, logo and cover image and begin to add one-time or ongoing events, fundraisers, users, programs, etc.

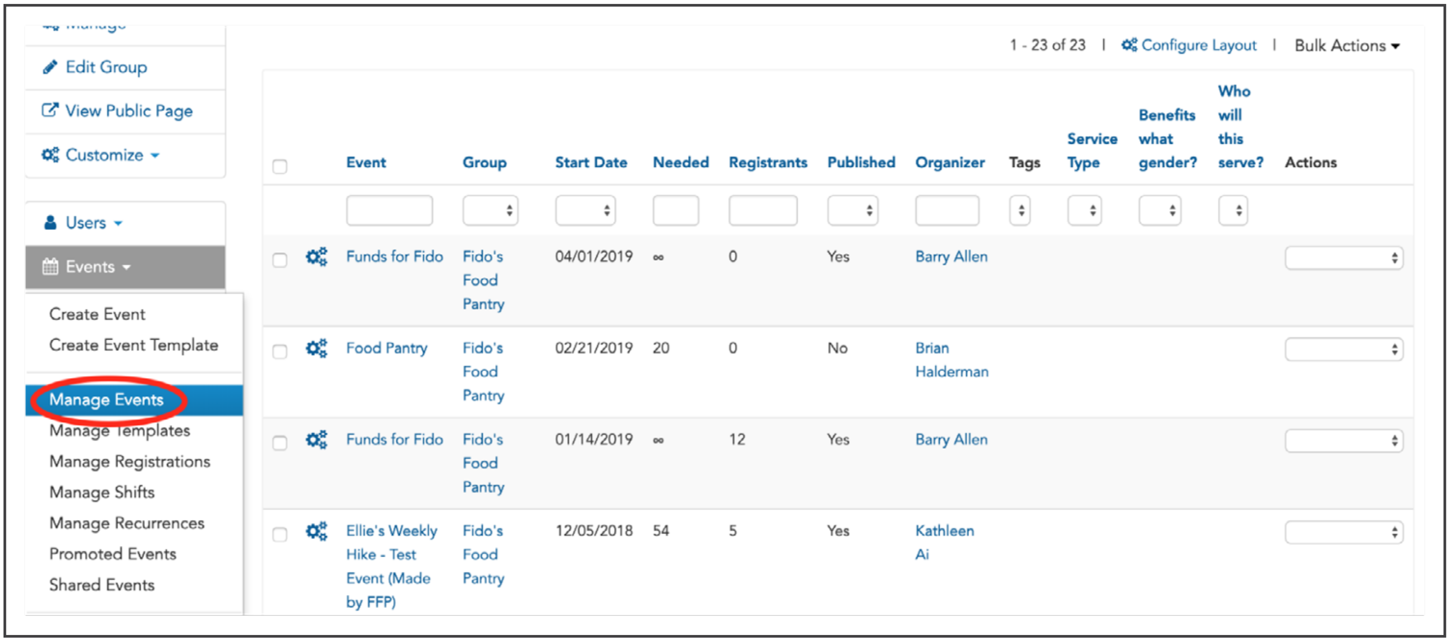
Manage Users

Under "Manage Users," all user data (e.g., membership applications, program involvement, RSVPs, registrations) is available in one database. You can see a list of all users and filter their activity. In CUServes we call these "Impacts" – a culmination of hours, dollars, goods etc. The CUServes database can be configured to include more fields, datasets and unique columns to better track and understand your users. To learn more about advanced user configuration in the database, please email volunteer@colorado.edu



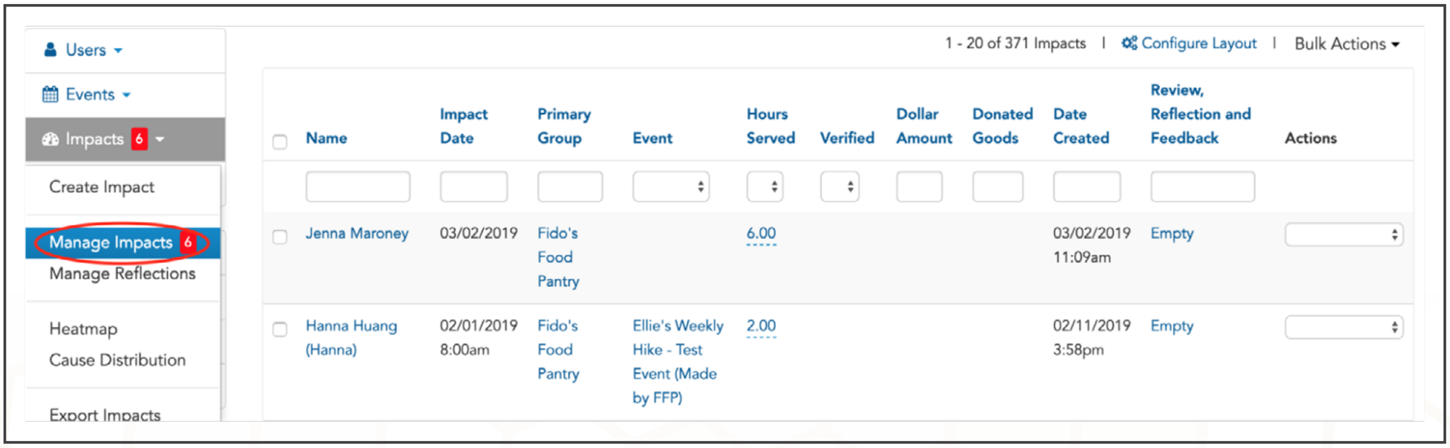
Manage Events

In “Manage Events,” you can see all of the events created under your group, privacy levels and published status. You will also see the event, date, registrants needed/received, organizer etc. If you have multiple programs (or subgroups), you’ll be able to manage unique events and opportunities specific for each type of volunteer or member. To learn more about advanced event configurations, please email volunteer@colorado.edu.



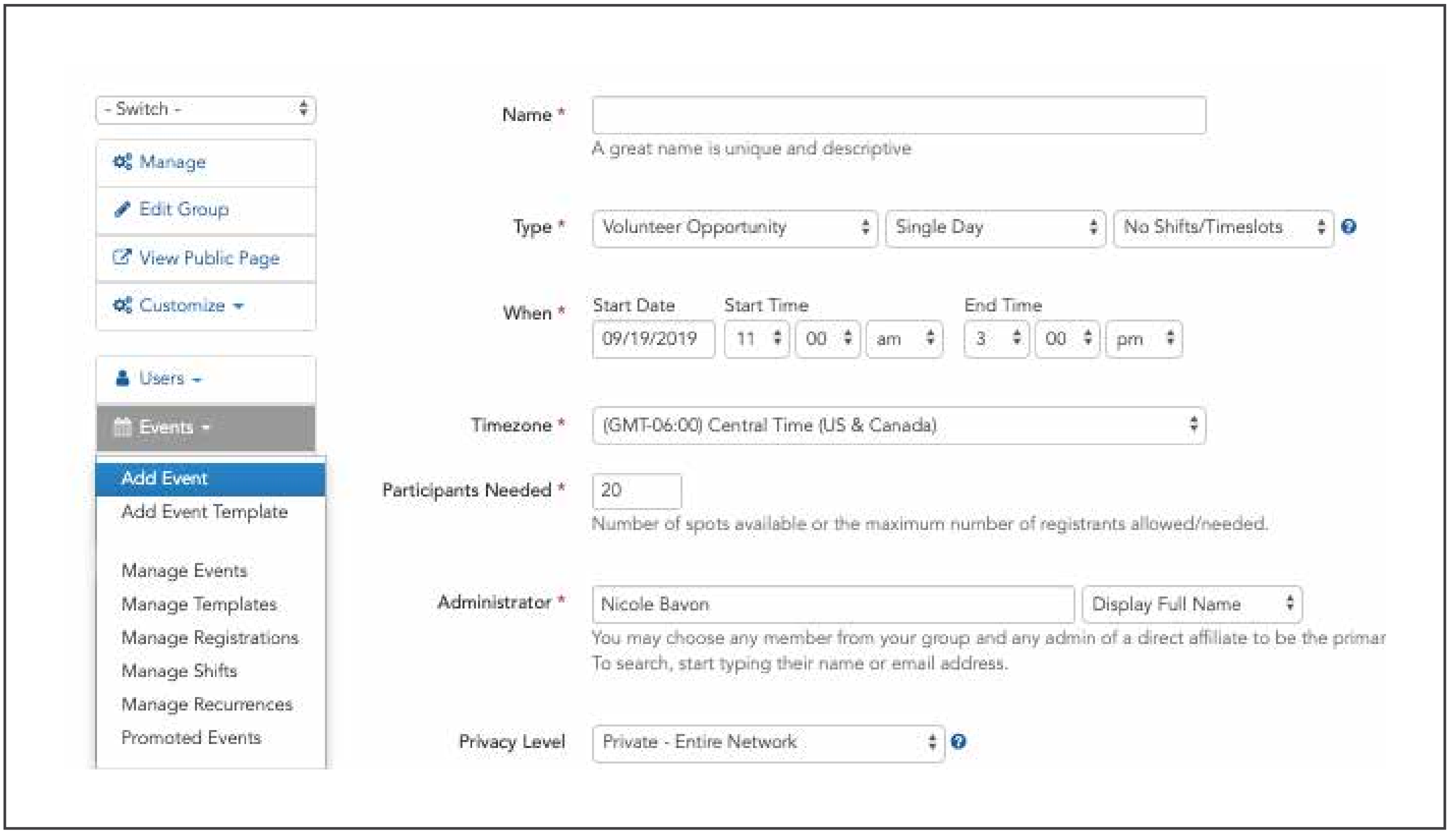
Manage Impacts

On CUServes, we use “Impacts” as an umbrella term to describe all potential forms of community engagement activity. Impacts include funds donated or raised, goods donated, hours trained and, most often, volunteer hours served. Under “Manage Impacts,” you will see all of the impacts logged with your group and the information associated with them. Each impact record is associated with a user who gave an impact type (e.g., hours served) to a group or event. As an admin, you have one single location to manage, verify and report on all the impacts your volunteers and donors have contributed to your mission.

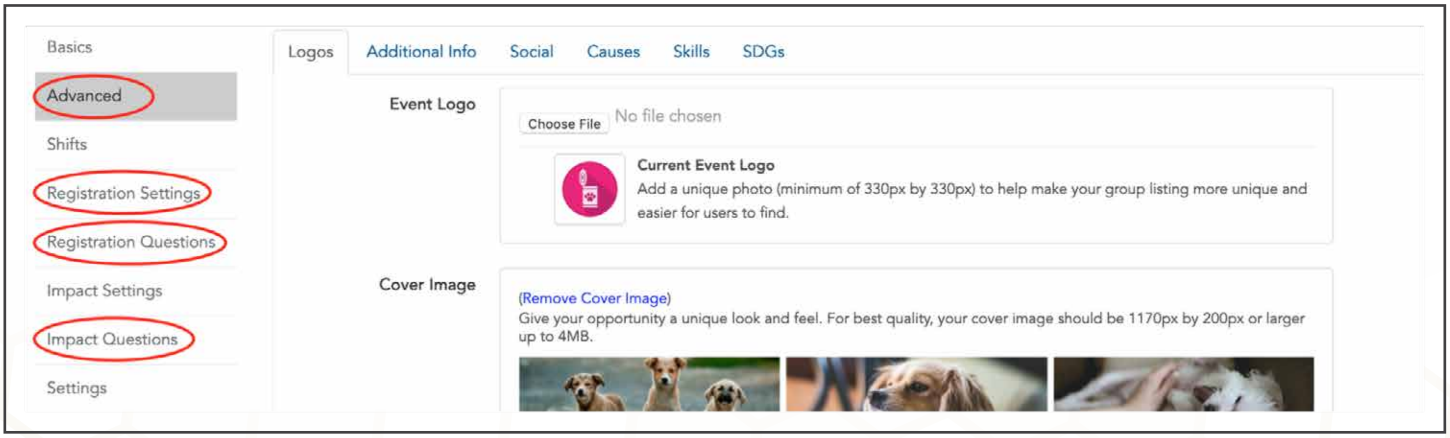


Add Events

You can “Add Events” under the events tab in the group dashboard. In the “Add Event” workflow, you can select an event title, choose from five different event types (with or without shifts), include date, time and location and more. Note: The default will be the “Volunteer Opportunity.” If you want to add “Ticketing” or “Donations,” you’ll need to be verified and provide bank account information. Click on these links to learn more about [ticketing]() and [donations]().



After adding in the basics, you can customize the event a little further by adding logos, causes and additional information. You can also specify registration settings and add questions for users to answer before and after an event.



Affiliations

An affiliate is another organization in your community you would like to partner with. The affiliation capability allows you to share your events with organizations (and vice versa) automatically or you can select certain events to hide from one affiliation to another. It's a great way to show partnerships, expand your base of volunteers and advocates and reach more people in your area. Beyond that, managing affiliations acts as a database to store and track all of the relationships and activities that define your partnership. Affiliates can be nonprofits, schools, universities, businesses, cities, municipalities, community partners, groups and programs.

Support and Training

You can find helpful [tutorial videos here](#).

The GivePulse support desk is a wealth of frequently asked questions and articles.
[support.givepulse.com](#)

Still not finding the answer you need?
Contact our support team for a consultation.
volunteer@colorado.edu

There is a GivePulse Group called "[The Beat](#)" for non-profit administrative users that you may find useful. This group allows admins to learn more about the functionality of the platform and to exchange best practices. From time to time GivePulse hosts open office hours and webinars targeted for non-profit users.

Subscription

If you are looking for more functionality to support your organizations volunteer and event management needs, consider a subscription beyond the basic account. You can [view pricing and tiers here](#).