



GivePulse Guide for Park Friends Groups

Spring 2021

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GivePulse *Basics*

Overview

GivePulse is like Facebook for volunteers.

- Designed to create personal interactions among volunteers.
- You have a personal profile.
- You can be a member and/or administrator of several groups.
- You can use your account as a group admin, event admin, or volunteer.

GivePulse offers a lot of tools to help you engage with your community.

- Personal profile
- Groups
- Events
- Registration
- Messaging
- Attendance & hours tracking
- Volunteer certificates

Best Practices

- ➔ Create a GivePulse account for your Park Friends group using your Friends group email address, like myfriendsgroup@gmail.com.
- ➔ Share the log-in information for your Park Friends account with your fellow Friends group members.
- ➔ Bookmark the public page and the admin page for your event and/or group.
- ➔ Download the app on your smartphone or tablet.
- ➔ Set up a GivePulse group for your Park Friends group. See instructions on page 14.

You can always contact GivePulse Support for help!

support@givepulse.com
support.givepulse.com



GivePulse *Create an Account*

Setting up your Account

→ If you have submitted a Love Your Park event using GivePulse in the past, you already have a GivePulse account and do not need to set up a new one.

When setting up a GivePulse account, you have a few options. You can create an account for yourself (as a volunteer and an event organizer), for your Park Friends group, or both! If you have submitted a Love Your Park event in the past, you already have an account. Follow the steps below if you want to set up a new account.

→ Like Facebook, accounts are based on email addresses. Whichever email you use to sign in will be the one associated with your account.

Creating an account for your Friends group means:

- ✓ Your Friends group email address will be associated with your GivePulse account.
- ✓ Multiple people can have admin access (if you share the password).
- ✓ Emails and communications will go to your Friends group email instead of your own.

Creating an account for yourself means:

- ✓ Your personal email address will be associated with your GivePulse account.
- ✓ You can track your own volunteer hours.
- ✓ You can sign up for other volunteer events and opportunities.
- ✓ You can interact with other volunteers as an individual.

To Create an Account

→ If you want to create an account AND set up a group at the same time, go to page 14!

1. Go to givepulse.com
2. In the top right corner, click Sign Up.
3. Here, you have a few options:
 - Sign up with Facebook. Your accounts will be linked and you will not need a separate GivePulse password.
 - Sign up with Google. You will not need a separate GivePulse password.
 - Sign up with your name and email address. You will need a separate GivePulse password.
4. To sign up with Facebook or Google, simply click the appropriate button and enter your information.
5. To sign up with your name and email address, enter your information in the appropriate fields.
 - *If you are creating a group account, remember to use your generic Friends group email, like myfriendsgroup@gmail.com!

Create an Account – Continued

6. If not using Google or Facebook to sign up, create a password.
 7. Agree to the Terms of Service by checking the box.
 8. Click on the “I’m not a robot box.”
 9. Click the green Create Account button. (You might need to scroll down to see it.)
- ➔ If you get an error message saying that your email has already been taken, that means you already have a GivePulse account. In that case:
1. Scroll down and click “Already a Member? Log In.”
 2. If you forget your password, click the Forgot Password link. GivePulse will send you an email to reset your password.



GivePulse *Submitting a Love Your Park Event*

Submit an Event to LYP

➔ These are instructions for ***submitting an event to Love Your Park Week or Love Your Park Fall Service Day***. To set up an event outside of LYP, check the instructions on page 16.

Registration for Love Your Park Week generally opens in March, and registration for the Fall Service Day generally opens in September. Submitting an event to LYP requires you to sign in to GivePulse, but it is very easy to do!

If you have submitted an event before, you will already have an account and can use that to log in. If you have not submitted before, you can either set up your account first (follow steps on page 3), or just create your account when you submit your LYP event.

1. Navigate to the Park Friends Network Resources page at loveyourpark.org/resources. During the LYP registration period, there will be a link on this page on how to register, including a link to submit an event.
2. Click on the event submission/registration link.
3. Sign in to GivePulse with the appropriate account.
4. Fill out the required event information:

Name

Enter a title or name for your event (not *your* name). Start with the name of your park! You can use something straightforward like “Kemble Park Fall Service Day,” or something more fun like “Kemble Park Leaf Raking Party.” Events will be listed alphabetically on the website, so starting with your park name will ensure volunteers can easily find your event.

Virtual/Remote Opportunity

Leave this set to No.

Shifts

You can leave this set to No Shifts. If you would like to set up multiple shifts (e.g. 10am-12pm, 12pm-2pm), you are welcome to do so! Select shifts, follow the rest of the prompts on this page, and then click “Save and Continue” at the bottom. A new section will pop up on the left side menu called “Shifts,” where you can set up the shift times and details.

When

Select a start and end time. We recommend keeping volunteer events to three hours or less. We think two hours is the sweet spot!

Participants Needed

Please leave this set to 25 or less. Keep in mind this is the total number of participants for your event, including yourself and your fellow Park Friends group members. Every participant (including you!) must pre-register, and events are capped at 25 total.

Privacy Level

Please leave this set to “Public.”

Start Address

Enter the address of your park.

Address Notes

Please specify where in the park volunteers should meet, especially if you have a larger park.

End Address

Please leave this blank.

Description

Use this space to “sell” your event to potential volunteers! Share anything and everything you want potential volunteers to know, like what projects you’ll be tackling, if they need to bring anything special, if refreshments will be provided, etc.

Response to COVID-19

Please select “No.”

Requested Information

Starting with Park name, the rest of the form should be self-explanatory! If you have any questions at all, please don’t hesitate to contact Edelweiss Cardenas ecardenas@myphillypark.org, or the stewardship coordinator for your group.

5. Click Save and Continue.

→ After clicking Save and Continue, your event has been submitted! The rest of the steps are optional.

6. After clicking Save and Continue, you will come to the Advanced options. You can log out here if you want – your event is submitted! But if you would like to customize it more, read below for instructions.

Logos

You can update the logo and cover image for your event if you would like.

Additional InfoAge Limit

If you would like to impose an age limit on your event, for example “No Kids” or “Family Friendly,” you can do that using the “Age Limit” drop-down box. Otherwise, leave this blank.

Requirements

We do not recommend checking anything in the Requirements list.

Requirement Details

Please leave the pre-set language about COVID safety in this box.

Parking Details

If volunteers should park in a specific place, please include that information here.

Perks

T-shirts? Coffee? List any perks of participating here.

Causes, Skills, SDGs

We recommend leaving these blank, but you are welcome to fill them out.

7. If you want to set up shifts for your event, click “Save and Continue” to go to the next section, where you can set up the specific times and details for your shifts.
8. Hit “Save” one final time.

After Submitting Your Event

Your event will be **unpublished** until it is approved by the Stewardship team. After your event is published, you can:

- Make edits to the details like the time, date, location, and description
- Change your tool and supply requests
- Event your Friends group and community members to sign up
- See who has registered for your event
- Message or communicate with your volunteers

Edit Your Event Details

1. Log in to your account at givepulse.com.
2. Click Manage in the top menu, then click Manage Events.
3. Click the blue dashboard icon to the left of your event name.
4. In the left side menu, click Edit.
5. Make changes as necessary.

Edit Your Tool/Supply Requests

1. Log in to your account at givepulse.com.
2. Click Manage in the top menu, then click Manage Events.
3. Click the blue dashboard icon to the left of your event name.
4. In the left side menu, click Submission Questions.
5. Make changes as necessary.



GivePulse *Managing Your Event*

Event Management Basics

Navigate to Your Event Dashboard

1. Log in to [GivePulse](#).
2. In the top right corner, click on Manage, then Manage Events.
3. Click the blue  icon to the left of your event. (This icon is supposed to represent a gauge on a car dashboard - it will take you to the *dashboard* for your event.)

Make Changes To Your Event

1. On the left side menu, click Edit.
2. Make changes as necessary.

See Who is Registered for Your Event

1. Log in and navigate to your event dashboard. (See “Navigate to Your Event Dashboard” above.)
2. On the left side menu, click Registrations, then Manage Registrations.

Recruiting Volunteers / Inviting People to Register

Easiest: Share the Direct Link to Your Event

1. Go to your event page: Log in to GivePulse. In the top right corner, click Manage, then Manage events. Click the name of your event.
2. On the right side of the screen, there will be box titled Get the Word Out. Click the link in this box, and it will automatically be copied to your clipboard.
3. You can now paste this link into an email, Facebook, or any other social media. It will take people directly to your event page where they can register.

Invite People Through GivePulse

1. Go to your event page: Log in to GivePulse. In the top right corner, click Manage, then Manage events. Click the name of your event.
2. On the right side of the screen, click on the Invite button. (The button has an icon of a paper airplane.)
3. This will open a page where you can send emails to people you would like to invite to participate, including members of your friends group and contact list.
4. Add the names and email addresses of people you would like to invite in the appropriate boxes. To add several, click the green + Invite More (Add Row) button.
 - a. If you have a spreadsheet with many contacts, you can upload and send an email to all your contacts. First, save your spreadsheet as a .csv file.
 - b. Follow steps 1-4 above.
 - c. On the left side menu, click Excel (csv).
 - d. Click the gray Choose File button to select the file from your computer.
5. Compose a personal message in the appropriate box, then click Send Invitations or Submit.

Contacting Registrants

Message all Registrants

1. Navigate to the Manage Registrations page. (See “See Who is Registered for Your Event” on page 8.)
2. Click the blue Actions button on the top right of the Manage Registrations screen, then select Message registrants.
3. This will open up a window where you can compose an email to your registrants that will be sent through GivePulse.
4. Registrants will receive your email in their inboxes, and if they respond, you will receive their emails in your inbox.

Message Individual Registrants

1. Navigate to the Manage Registrations page. (See “See Who is Registered for Your Event” on page 8.)
2. Find the name of the registrant you want to message in the list.
3. Click the blank dropdown box to the far right of the registrant’s name, then click Message.
4. This will open up a window where you can compose an email to the registrant that will be sent through GivePulse.
5. Registrants will receive your email in their inboxes, and if they respond, you will receive their emails in your inbox.

Download a Spreadsheet of Registrants and Contact Info

1. Click the blue Actions button on the top right of the Manage Registrations screen, then select Export.
2. Click the button next to Registrants and then the blue Export button.
3. This will download a .csv (similar to an Excel spreadsheet) file to your computer. To open it, go to your Downloads folder (or wherever you have your documents set to download).
4. If you want, you can copy email addresses from this document and paste them into an email to send a message directly to registrants.
5. Registrants will receive your email in their inboxes, and if they respond, you will receive their emails in your inbox.



GivePulse *During Your Event*

Checking People In At Your Event

Download the GivePulse App

1. On your smartphone or tablet, open the App Store (iPhone), Google Play store (Android), or wherever you get your apps.
2. Search for "GivePulse" and download the app.
3. Open the app and sign in.

Sign In Volunteers

1. Open the GivePulse app.
2. In the bottom right corner, click on Profile.
3. Scroll to the bottom and click Switch to Admin.
4. Select (tap on) your event. This will bring up a list of people registered for your event!
 - To sign someone in, find their name on the list and swipe (slide your finger across their name) to the right. A green "Sign In" box will appear on the left, a green bar will appear to the left of their name when they are signed in.
 - To undo a sign-in or mark someone as a no-show, swipe to the left (slide your finger across their name to the left). Tap the red No Show box or the blue Undo box.
 - To add a new registrant, click the three dots in the top right corner, and then click Add People. Type, or have the person type in their information and agree to the liability waiver. Then click Sign User In.



GivePulse *After Your Event*

Checking People In AFTER Your Event

If you used paper sign-in sheets to sign in volunteers at your event, you can still add them to GivePulse.

If Volunteer Registered Online

1. Navigate to the Manage Registrations page. (See “See Who is Registered for Your Event” on page 8.)
2. Find the volunteer’s name in the list.
3. Click the blank dropdown box to the far right of the person’s name and select “Sign In (Mark As Attended.”

If Volunteer Did NOT Register Online

1. Navigate to the Manage Registrations page. (See “See Who is Registered for Your Event” on page 8.)
2. Click on the blue Actions button in the top right corner, and select Manually Register User.
3. Leave the Method dropdown box on Create New User.
4. Add the person’s name and email address.
5. You can skip the Requested Information section, unless you have this info and want to include it.
6. Skip “Are they registering with or on behalf of a group?”
7. In the Status dropdown box, select Attended.
8. Click the green Register User button.

Verifying Impacts

After volunteers participate in your event, you will be asked to verify their attendance. This means they will have a record of their volunteer service and you will be able to aggregate the volunteer hours served!

To Verify Impacts Individually

1. Navigate to your event dashboard. (See “Navigate to Your Event Dashboard” on page 8).
2. On the left side menu, click Impacts, then Manage Impacts.
3. Find the volunteer whose hours you would like to verify in the list.
4. Click the blank dropdown box to the far right of the volunteer’s name and select Verify.

To Verify All Impacts

1. Navigate to your event dashboard. (See “Navigate to Your Event Dashboard” on page 8).
2. On the left side menu, click Impacts, then Manage Impacts.
3. In the column titled Verified, click on the blank dropdown box, and click Pending. This will show you just the impacts (hours) that need to be verified.
4. To select all pending impacts, click on the blank check box next to the Name column. This should select (add a check mark to every box) every name on the list.
5. In the top right, click on Bulk Actions, then Verify Selected.

Generating Volunteer Certificates

To Generate a Volunteer Certificate for a Registrant

1. Navigate to your event dashboard. (See “Navigate to Your Event Dashboard” on page 8).
2. On the left side menu, click Impacts, then Manage Impacts.
3. Find the volunteer’s name in the list. (If they are not listed but attended your event, please add them by following the “If Volunteer Did NOT Register Online” instructions on page 11.)
4. Click the blank dropdown box to the far right of the volunteer’s name, then select Download Certificate.
5. If a popup window asks if you are sure you want to download the certificate, select OK. The file will save to your downloads folder, or wherever you save your downloads.
6. You can now attach this file to an email to send it to the volunteer.

To Generate a Volunteer Certificate for Yourself

You can share these instructions with your volunteers so they can generate their own certificates! Volunteers must have an account with GivePulse to do this on their own, which is simple and easy to setup.

1. Go to givepulse.com and click on Log In in the top right corner.
2. In the top right corner, click on My Activity and then Impacts.
3. If you were properly checked into the event, the event(s) you have participated in will be listed and marked as Verified. If there are no events listed but you did participate, please contact the event administrator and ask them you add register you and verify your attendance on GivePulse.
4. Click the blue down arrow next to the green Verified box and select Download Certificate.

Viewing Impacts & Reflections (Volunteer Feedback)

To View Impacts

Impacts are services – stats you can compile – to measure the impact of your event. Number of hours volunteered is the most common type of Impact, but you can also set your events to include goods, money, and training as impacts as well.

1. Navigate to your event dashboard. (See “Navigate to Your Event Dashboard” on page 8).
2. On the left side menu, click Impacts, then Manage Impacts.

To View Reflections

Reflections are volunteers’ answers to questions that you can set when you create your event. In the case of Love Your Park, the stewardship team sets standard questions for all Love Your Park events. You can see how volunteers who served at your park answered these questions.

1. Navigate to your event dashboard. (See “Navigate to Your Event Dashboard” on page 8).
2. On the left side menu, click Impacts, then Manage Reflections.



GivePulse

Managing Your Account

Set Up Your Profile

Similarly to Facebook, you can set up a GivePulse profile. Profiles are most important and relevant for personal accounts – it lets other volunteers and event hosts know who you are! If you have a Friends group account, your profile will be for your Friends group rather than for you personally.

1. Log in to your account at givepulse.com.
2. In the top right corner, click on Hi [Your Name].
3. Select Profile.
4. Towards the top right, click the green Edit Profile button.
5. Follow the prompts to update your basic Profile information, including your name, photo, and cover photo.
6. On the left side menu, click on Settings to adjust how your name appears on your profile, make your account private, or update your cover image.
7. Use the left side menu to add or update additional information.



GivePulse *Creating a Group*

Create a GivePulse Group

GivePulse groups work similarly to Facebook groups. A group is a way to organize events, impacts, contact info, and memberships in one place. A group is separate and independent from your account, whether it is a personal account or Friends group account.

If you create a group, you are automatically the administrator (“admin”) of that group. With a free GivePulse account, you can only have one admin for your group. For this reason, **we recommend creating a group under your Friends account** so multiple people can access it as an admin.

- ➔ To create a group, follow the detailed steps on GivePulse’s support website:
support.givepulse.com/hc/en-us/articles/206853727-Create-Group
 - Go to support.givepulse.com
 - Search for “Create Group”

- ➔ To create a new account AND a group at the same time, follow the prompts on here:
givepulse.com/join



GivePulse *Managing Your Group*

Manage Your Group

- ➔ There are multiple ways to get to the group you want to manage. The instructions below show three different ways to access your group's dashboard/admin page.

Access Group Through Your Dashboard

When you log in to GivePulse, you will arrive at your personal dashboard. The dashboard shows a list of all the groups you are a member of (both as a user and as an administrator), events that you have participated in, and your impacts.

1. Log in to your account at givepulse.com.
2. Find the group you want to manage on your dashboard.
3. Click the gray Actions box to the right of the group name then select Manage.

Access Group Through the Manage Menu

1. Log in to your account at givepulse.com.
2. On the top menu, select Manage, then select the group you would like to manage from the menu.
3. If you do not see the group you are looking for, select View All.
4. Find the group in the list and click the arrow next to the gray Admin box, then select Manage Group.

Access Group Through the Public Page

1. Navigate to the public page for the group you want to manage.
2. Under the group name, click on the blue Manage button.

- ➔ For more information on what you can do with a group, go to:
support.givepulse.com/hc/en-us/articles/360001243613-Group-Dashboard

Affiliate with Love Your Park

If you affiliate with the Love Your Park group, your events and opportunities will show up on our GivePulse page! This means you will have a broader reach for recruiting volunteers. You can only affiliate with LYP if you have a GivePulse group.

1. Log in to your account at givepulse.com.
2. Go to loveyourpark.givepulse.com.
3. Scroll down and look for the Share With Friends section on the right side.
4. Click the Affiliate button.
5. Click Make Request.



GivePulse

Creating a Volunteer Event or Opportunity

Create an Event

→ These are instructions for creating a volunteer event ***outside of*** Love Your Park Week. For example, your regular monthly cleanup. To submit an event as part of Love Your Park Week or the Love Your Park Fall Service Day, follow the instructions on page 5.

1. Log in to your account at givepulse.com.
2. In the top right corner, click Manage, then select the name of your group from the drop-down menu. If your group name does not appear, click View All.
3. On the left side menu, click Events, then Add Event.
4. For more detailed instructions, follow these instructions on the GivePulse Support website: support.givepulse.com/hc/en-us/articles/206891097-Create-Event-in-Your-Group-