givepulse

givepulse.com - support.givepulse.com

Volunteer & Event Management Tool

Seattle University has recently partnered with GivePulse to provide a collaborative space for community organizations like yourself to post and manage events or opportunities for volunteer engagement. As students encounter these opportunities, they are able to register and track their attendance, outputs (like hours and donations) with your organization.

Product Overview

Given your relationship with Seattle University, you have been provided basic volunteer and event management CRM account on GivePulse, a platform to coordinate all volunteer and event management needs.

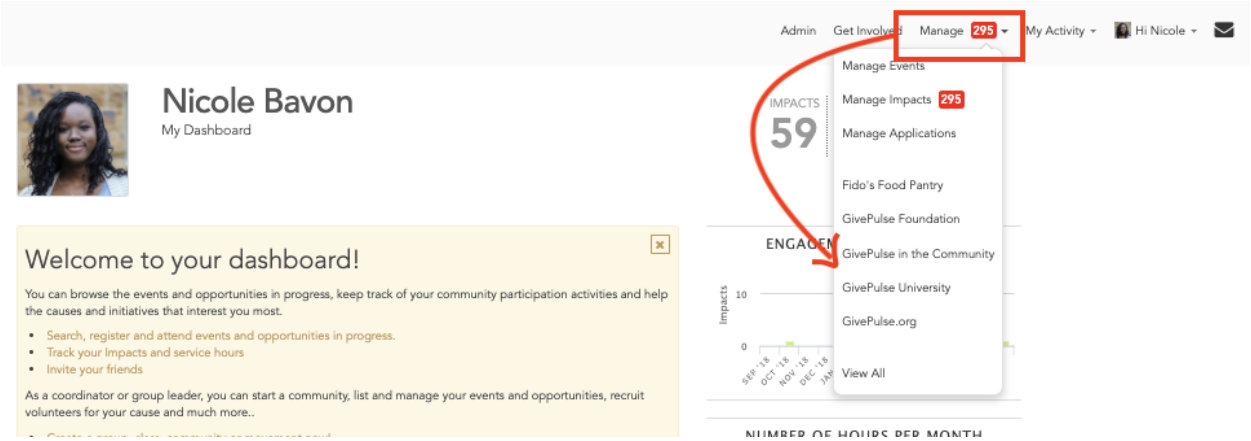
This basic account provides you the opportunity to post unlimited volunteer opportunities and events while recruiting and engaging as many students, faculty, staff and alumni. All event postings to the site with the basic account are made public and will automatically share to Seattle University. In the case you have more affiliate partners, you can onboard them yourself or we can work with you to welcome them into the network.

What does this mean for me?

You should have or will soon receive a claim account email from GivePulse (If you have not, please contact support@givepulse.com or your point of contact). Note: There are occasions, depending on your email inbox, emails from GivePulse.com will be marked as Spam, Archived,

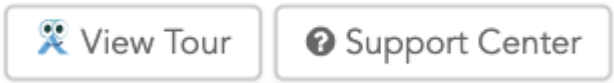
Junk or some variant. Please double check to mark GivePulse.com emails as safe. We would also recommend you to inform your IT team to whitelist our email servers (please contact us if you would like us to address this with your IT team).

Once you receive the email invite, this will walk you through the steps to set up a password for your user account on GivePulse. Once you are logged in, you will have access to your user dashboard. From here you can look at the top right navigation to the Manage link, here is a list of actions and the group(s) you can manage. Your Group account for your organization should be available here. If you don't see your Group Name, you are currently not set up as an administrator. Please either contact your point of contact or support@givepulse.com



My Group Dashboard

If you clicked on your Group Name via the "Manage" option 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 to click on the "View Tour" which will walk you through some navigational elements of the platform. In the case you want to learn more about the product, you can click on the "Support Center" too.



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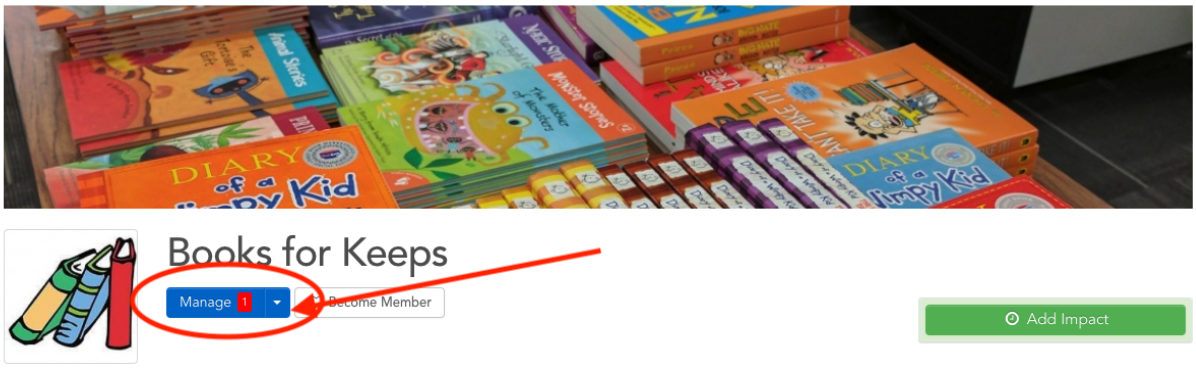
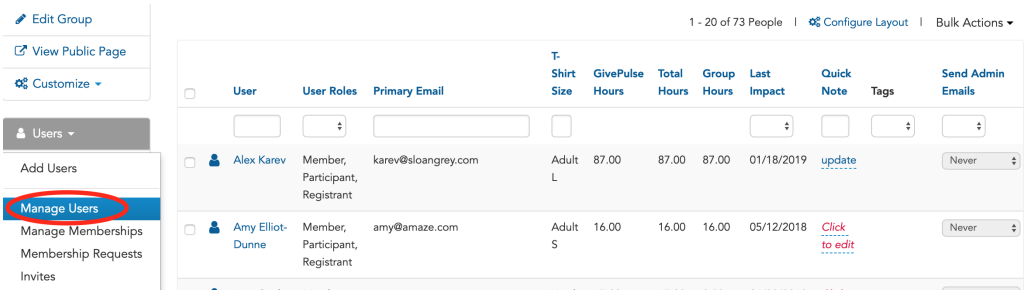
My GivePulse Group

In case you did not come from the “top-right” Manage option, and you see the Group Profile publicly, you will notice a 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, cover image and begin to add one time or ongoing events, fundraisers, users, programs, etc.



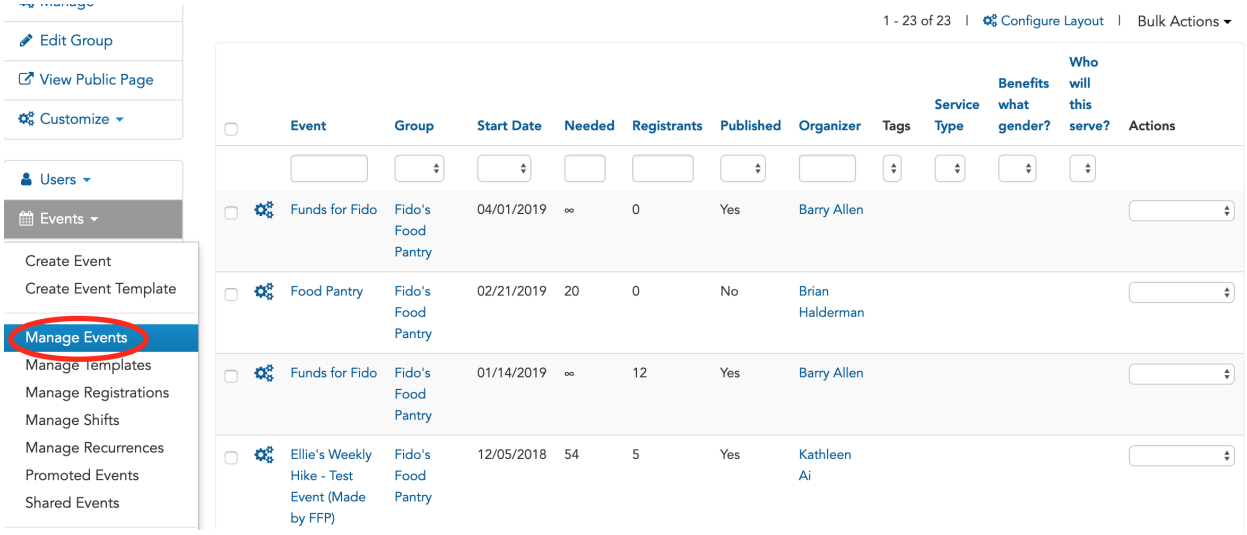
Manage Users

Under “Manage Users” all user data: e.g.,membership applications, program involvement, rsvp’s and registrations are available in one database. You can see a list of all users and filter through their activity (in GivePulse we call these Impacts - a culmination of hours, dollars, goods etc.,). GivePulse’s 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 to the database, please reach to support@givepulse.com



Manage Events

In “Manage Events”, you can see all of the events created under your group, privacy levels, published status. You will also see the event, the date, the registrants needed/received, the 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 reach to support@givepulse.com



Manage Impacts

On GivePulse, 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 various information associated with it. 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.

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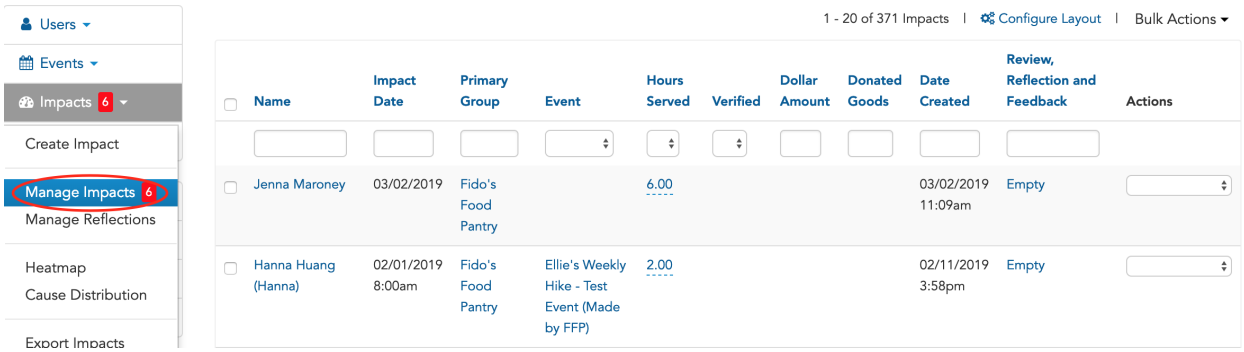
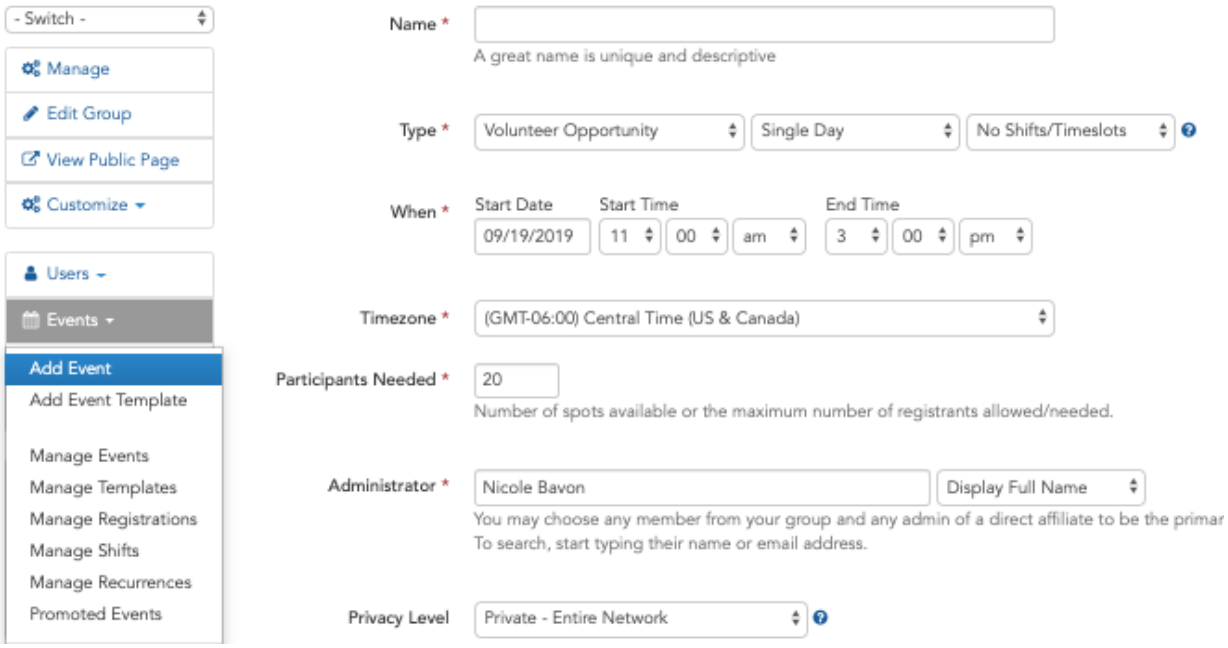
Manage Impacts Screen



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 5 different event types (with or without shifts), and include date, time, and location and much, much more. Note: The default will be the “Volunteer Opportunity”. If you want to add “Ticketing” or “Donations”, you’ll need to be verified and set you your bank account information. Click on these links to learn more about [ticketing](#) and [donations](#).



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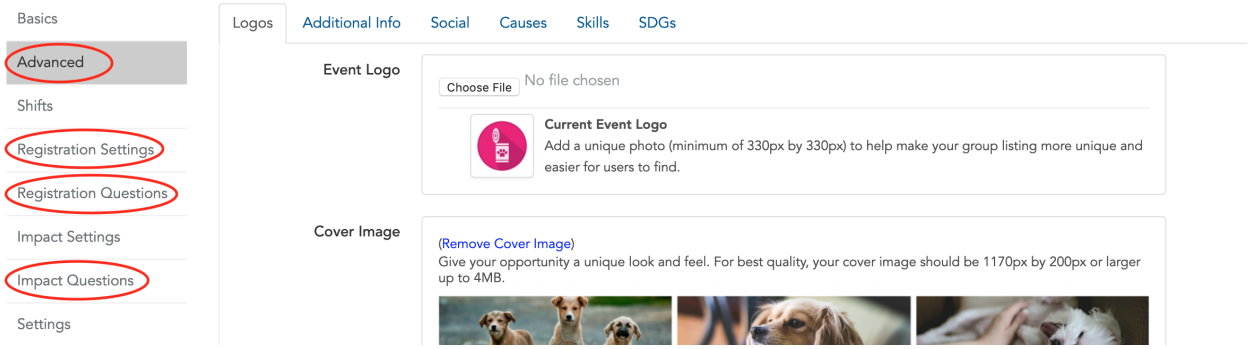
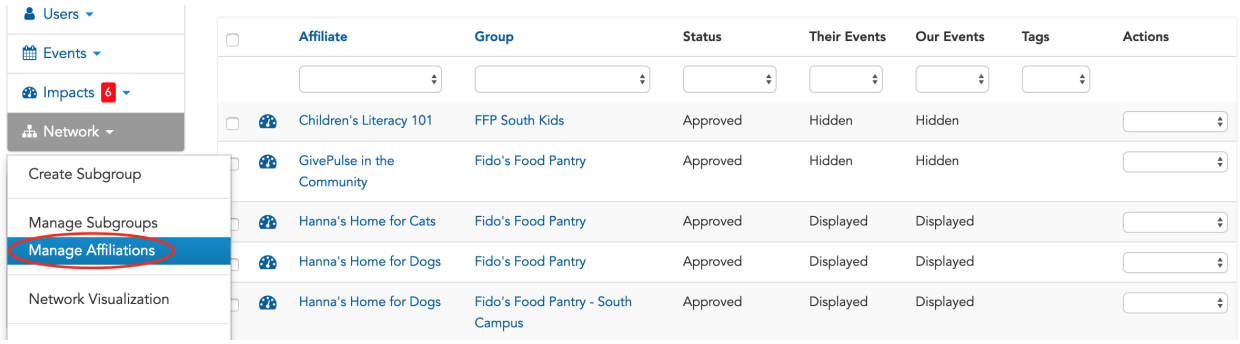
After adding in the basics, you can customize the event a little further by adding logos, causes, and additional information. You can also set registration settings and add questions for users to answer before and after an event.



Affiliations

As mentioned above, an affiliate is another organization you would like to partner with in your community. The affiliation capability allows you to share your events with organizations and vice versa automatically (or you can cherry pick certain events to hide from one affiliation to another). It's a great way to show partnerships and to expand your base of volunteers, 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.

Our 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.

support@givepulse.com

We also have a GivePulse Group page called “The Beat” for non-profit administrative users. This group is used to help allow other admins to learn more about the functionality of the platform and to exchange best practices. From time to time, we host open office hours (and webinars) targeted for non-profit users.

Click here to join “The Beat”

Subscription

If you are looking for more functionality to support your organization's volunteer and event management needs, consider a subscription beyond the basic account. You can view pricing and tiers here.