

Getting Started with Servas Online

This article describes the application process for new members as well as the process used by existing members to register on Servas Online.

Existing members, whose profiles were imported from their country's host list, should go directly to the **Already a member?** section below.

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Reminder: Your screen may look different from the figures here; the view may vary, depending on the device you use (e.g. computer, laptop, phone) or your browser (e.g. Chrome, Safari, etc.).

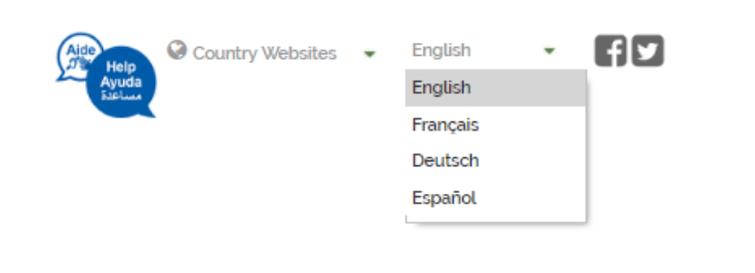
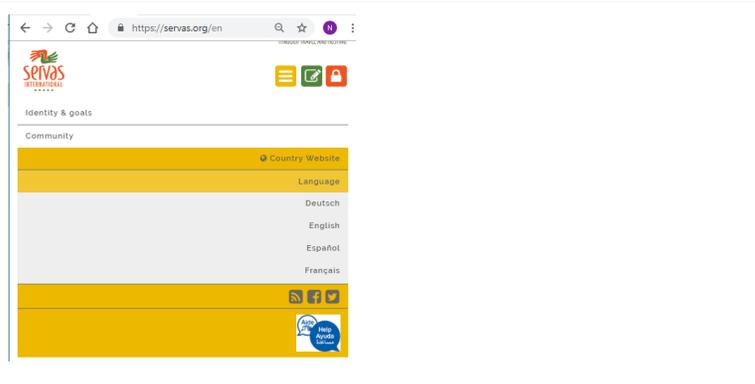
*As always, if you have any difficulties, contact first your local Coordinator If you have no answer, email your local administrator at your.country@servas.org. (e.g. Canada@servas.org)
If these methods fail, use the **<Contact Us>** link at the bottom of the ServasOnline home page to contact an administrator.*

Accessing ServasOnLine

The ServasOnLine site address is <https://servas.org/>

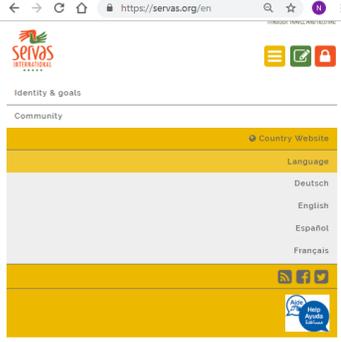
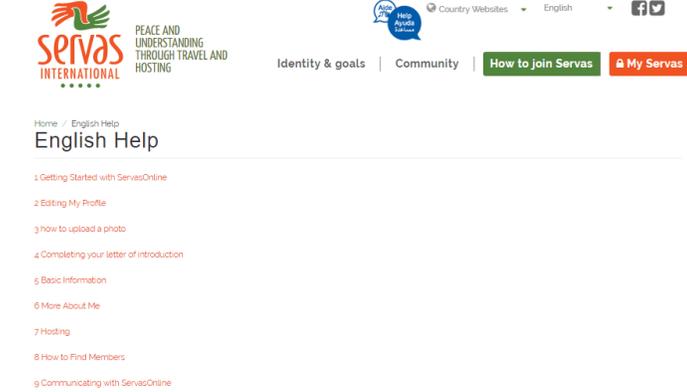
Selecting a language

The interface and the help are available in several languages.

<p>1. To switch to another language, click on the current language (e.g. English) and select another.</p>	
<p>2. If your screen resembles the one shown alongside, click the yellow menu icon, select Language and then click on the relevant language.</p>	

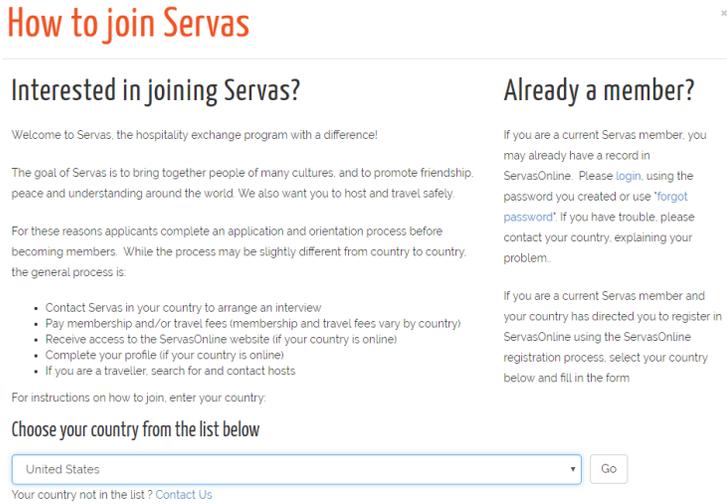
How to use online help

The ServasOnLine help is divided into 9 chapters, each explaining a different subject. The below will help you take advantage of the features available to you within the ServasOnLine help. Help is available in several languages (see **Selecting a language** above)

<p>Since you are viewing the online help, you have already clicked on the blue circular Help (Ayuda/Aide) icon at the top of the header area of your screen.</p>	
<p>For smaller screens, the icon may appear at the bottom right as shown alongside.</p>	
<ol style="list-style-type: none"> 1. Click on any of the subjects listed. A new window will open showing the information related to the selected subject. 2. Each chapter begins with a table of contents. 3. Click on a section name within the table of contents or, alternately, Scroll down to read the chapter page by page. 	
<ol style="list-style-type: none"> 4. To view help on another subject, return to the English Help ServasOnLine tab (click on it) and select a new subject. <p>Note: The tab name reflects the currently selected language</p>	

Applying for membership

All countries have an admissions process that includes references and a personal interview.

<ol style="list-style-type: none"> 1. Click the green [How to Join Servas] button. 2. <u>Note:</u> In some situations, this button might appear as a green button with a white pencil.  	
<ol style="list-style-type: none"> 3. Read the information regarding Servas and the steps required to process your application. <u>Note:</u> Instructions are also provided for those that are already members. 4. To initiate the application process, select your country and click [Go]. <u>Note:</u> The above is also relevant for registration of existing members on ServasOnLine. 	
<p><u>Note:</u> If country-specific paper application forms are in use in your country, you will not see the Contact your country form. You will, instead, be redirected to a specific location within the country website where you can find the application form, as well as the email address to which you should send the completed application form.</p> <ol style="list-style-type: none"> 5. Complete all mandatory (*) details carefully. In particular, check that your 	

Email Address is correctly spelled. This email address is used to identify you within ServasOnLine.

6. Click **[Send]**

Your application form will be sent to the relevant representative in your country.

They will contact you regarding coordinating an interview, paying a membership fee, if relevant for your country, and so on.

When you are accepted as a member, you will be notified, as explained in **First login to ServasOnLine** below.

Contact your country

* Indicates required field

Username *

Email Address *

First Name (Given Name) *

Last Name (Family Name) *

Country *

State/Province *

Nearest City

Postal Code

Phone

Other means of contact

Message

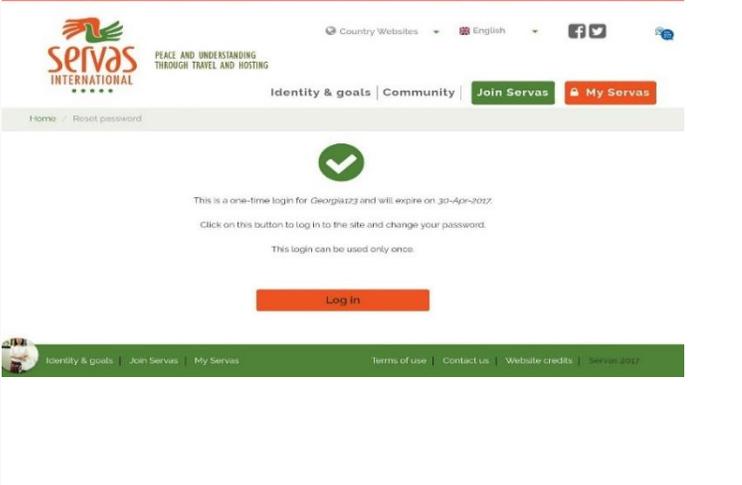
Send

Already a member?

Each country will contact its members to encourage them to register and let them know how to proceed:

- If your record has been uploaded to ServasOnLine from the old database, all you need to do is to define their password via the **“Forgot your password”** feature.
- Otherwise, you will need to create your record on ServasOnLine, using the above **Applying for membership** process. Your local coordinator will then approve your registration. You will receive an email directing you to set your password as explained in **First login to ServasOnLine** below.

First login to ServasOnLine

<p>1. You will receive an email (see example on the right) indicating you can proceed to define your password.</p> <p><u>Note:</u> If a few days have passed since your interview and no email arrives, check your spam box. If you still cannot find the mail, contact your coordinator. There may be an error in the email address listed in your account.</p> <p>2. Click on the link provided within the email.</p> <p><u>Note:</u> You can also copy the whole link, open a browser (Chrome, Safari, internet Explorer, etc.) and paste the link into the search box.</p>	<p>Dear Georgia Smith</p> <p>Your Servas Online account has been completed. You may now log in by clicking this link or copying and pasting it to your browser:</p> <p>https://servas.org/en/user/reset/23326/1491602102/BB_ssHrBn5C9r0HpBG_LuVf6JrBQRwxZCm2AxdUQOUo</p> <p>This link can only be used once to log in and will lead you to a page where you can set your password.</p> <p>After setting your password, you will be able to log in at servas.org/en/my-servas in the future using:</p> <p>Username/Email: GeorgiaSmith Password: Your password</p> <p>-- ServasOnline Team</p>
<p>3. Click on the red [Log in] button.</p> <p>Continue to the Setting your password section below.</p>	 <p>The screenshot shows the Servas International website interface. At the top, there is a navigation bar with the logo and tagline 'PEACE AND UNDERSTANDING THROUGH TRAVEL AND HOSTING'. Below the navigation bar, there are links for 'Identity & goals', 'Community', 'Join Servas', and 'My Servas'. The main content area features a green checkmark icon and a message: 'This is a one-time login for GeorgiaSmith and will expire on 30-Apr-2022. Click on this button to log in to the site and change your password. This login can be used only once.' A red 'Log in' button is positioned below the message. At the bottom of the page, there is a footer with additional navigation links and the year 'Servas 2022'.</p>

Setting your password

1. Enter your **Password**,
enter it again to **Confirm password**.

Note: The password you choose must include at least 8 characters, one uppercase, one lowercase, and at least one number. It must also contain at least one of the following special characters:

`~!@#\$%^&*()_+ \-=?;: ",.<> \)

One example might be **Id:123456789**

2. Tick the confirmation box.
3. Click **[Save]**.

This takes you to the **My Servas** screen.

Please use the **My Profile** option to ensure your profile is correct and complete (this is the information other Servas members will see when they search for hosts).

For details refer to the **Update your profile** chapter of the online help.

Set Password

Password *

Confirm password *

I confirm that I accept the [Terms of use](#) of Servas. *

Save

Logging In

1. Click the red **[My Servas]** button.

Note: In some situations, this button might appear as a red button with a lock.



2. Type in your username or your e-mail address

Note: In general, we recommend that you use your email address to sign in, rather than your Username, since it is easier to remember, but if you change this Username for an easy to remember (4 to 5 digits), it will be easier to use it .

3. Type the password you defined for yourself.
4. You can click in Show Password to be sure to type the right password
5. Click **[Login]**.
6. If you are not successful, make sure the e-mail address is correctly spelled and retry entering your password.
7. If you still cannot login, proceed to the **“Forgot your password”** section below.

Login to Servas

Username/Email *

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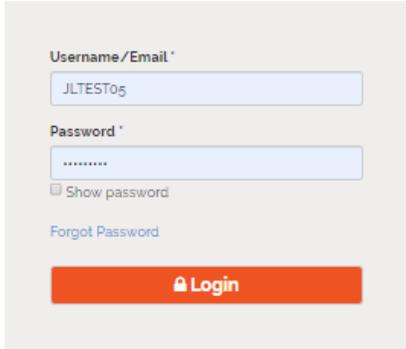
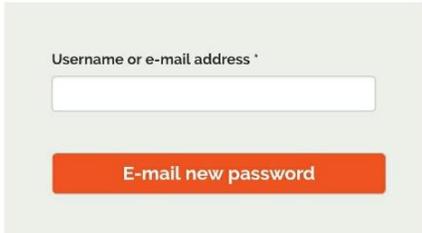
Password *

Show password

[Forgot Password](#)

Login

Forgot your password?

<ol style="list-style-type: none"> 1. Start as always by clicking the red [My Servas] button on the Servas Online home screen. 2. Click on the <Forgot Password> link. 	
<ol style="list-style-type: none"> 3. Type in your e-mail address. 4. Click [E-mail new password]. <p>Note: If you receive a message indicating that this email is not recognized, try again, making certain your email address is correctly spelled.</p>	
<p>You will receive an email from Servas Online containing a link that will allow you a one-time access to the system so that you can set your new password.</p> <ol style="list-style-type: none"> 5. Click on the link and then on the red [Log in] button. <p>Continue to set your password (See the Setting your password section above).</p> <p>Note: If no email arrives, check your spam box. If you still cannot find the mail, contact your coordinator. There may be an error in the email address listed in your account.</p>	<p>Dear Georgia Smith, Servas Online received a request to renew your password. You may now log in by clicking this link or copying and pasting it to your browser:</p> <p>https://servas.org/en/user/reset/18448/1492889836/3fw4YhgLI-ZuEMoA2hDTddSb50UJH1MX5FnLD5IVdkg</p> <p>This link can only be used once to log in and will lead you to a page where you can set your password.</p> <p>The password must at least be 8 characters long, and contain at least one number, one uppercase, one lowercase, and one special character: `~!@#\$%^&*()_+ =?:;'"',.<>\`</p> <p>-- Servas Online team</p>

How to access a local country website

You might want to find specific information related to Servas in a particular country. You might want more information about your country-specific application process or activities in your country.

The local language is usually used. However, most countries provide a link in order to see the information in English.

1. Click **<Servas Groups>** link at the top of the Home page.

2. Select any country.

The country website or Facebook page will appear.

