South Serves Training for Users
Get Started

First-time users:
1. Select “Sign Up” and then “Login Here”
2. Enter your Jag # and password
3. Complete your profile

Returning users:
1. Select “Login” and then “Login Here”
2. Enter your Jag # and password
To find volunteer opportunities, click “Needs” on the left side of the screen. If you’re looking for a specific type of volunteer opportunity, use the search bar or choose a filter. Then click “View Details” for more information.
You can also find volunteer opportunities on the “Dashboard” page of your account. If you scroll down, you’ll see a section for “Suggested Needs”. These recommendations are based on your preferences in your user profile.
After clicking “View Details” for a need, you’ll see the:

1. activity description,
2. date, and
3. time of the event.

To participate, click “Respond” in the upper right corner.

Some needs are “Ongoing”, and in that case, click “Respond” and the organizers will contact you to schedule a time to volunteer.
While it's not typically necessary to add "Notes" to your need response, you should always check the need description in case the activity organizer asks volunteers for any specific information.

After adding any "Notes", click “Submit Need Response”.

If the activity organizer does not contact you within a few days about volunteering, email communityengagement@southalabama.edu to let us know.
After volunteering, go back onto South Serves to upload your service hours. Click your initials or profile picture in the upper right corner. Then select “Track Hours”.
Click “Add Hours” or scroll down to the hours submission form.
To add hours in response to a need on South Serves:

1. Select the need name from the “Select a Need” drop-down menu.
2. Fill out the required information.
3. If you are in a student organization or a class requiring service hours, make sure you are in that organization/class’s user group (if they use South Serves) and then select the organization (and any others you’re connected to) in the drop-down menu for the “User Group” field.

Email communityengagement@southalabama.edu if you should be connected to a user group but aren’t or if the need you participated in isn’t listed.
If you have volunteered, but it wasn’t for a need on South Serves, click “No”. Then fill out all of the fields on this form. This information is required to get your hours approved.

The Office of Community Engagement must know the name of the community organization that benefited from the activity, a description of your service, and a name/ email of the activity coordinator.
REMEMBER you need to answer all the questions in order for hours approval to occur.

Approval for non-need volunteering takes longer than approval for South Serves needs.

Once the form is completed, click “Submit Hour Entry” at the bottom of the page.
FAQ

**What is South Serves?** South Serves is a web portal that allows you to have access to a wide variety of service opportunities. Among other things, it allows system users to find, “Respond”, and volunteer for “Needs”, or service opportunities, posted by organizations in our community. South Serves provides a platform to:

- explore to learn more about agencies and organizations with which you might want to volunteer or seek an internship;
- post your own events and opportunities for community service or volunteering, both on and off campus;
- track your service/volunteer hours to build a volunteer resume;
- facilitate participation in a service learning course; and
- manage a service learning course or experience.

**How do I get involved?** Create an account using this link: [https://southserves.southalabama.edu/user/register/](https://southserves.southalabama.edu/user/register/).

**Why South Serves?** South Serves allows you to track your hours of service, as well as provides a wide variety of service opportunities that are flexible to your schedule.

**Do I need a “User Group”?** A user group is helpful for student organizations or classes that need to track the service hours of their members. If you can’t connect your hours to user group(s) you’re involved with, email communityengagement@southalabama.edu. User groups for student organizations change at the start of the fall semester each year. User groups for classes change at the start of each semester.
FAQ cont.

Do I need an “Agency” profile or account? An agency account is used by student organizations, campus departments, or classes to create volunteer or service learning “Needs” that are either “Private” for their members only or “Public” for everyone using South Serves.

Are volunteer service events one -time or ongoing? South Serves offers both ongoing and one -time events, as well as a variety of on -campus and off -campus volunteering opportunities.

How to add hours? Login to South Serves -> Select “Track Hours” in the drop –down menu by your initials or profile picture in the upper right corner -> Click “Add Hours” -> Click “Yes” and then select the need from your list and complete the form -> Add any user groups that apply -> Click “Submit Hour Entry”

Who can see my hours? User group leaders can see the hours of their group members, agency managers can see the hours associated with their volunteer opportunities, and University departments/divisions can request to see hours for students connected with them.

What counts as service hours? Activities that relate to time being committed to a specific service for a community nonprofit; a school, faith organization, or governmental entity; or a University of South Alabama department/office. Reference the *University of South Alabama Volunteerism and Service Guidelines* for more information.
FAQ cont.

What does not count for service hours? Donations; internship or job shadowing hours; clinical hours not connected to a service learning course (ask the Office of Community Engagement to verify with your professor before tracking clinical hours); work hours; hours for academic grading; being a lab, research, or focus group participant; and event or conference attendance.

Can I add hours from an activity not registered on South Serves? Yes, absolutely! Just contact communityengagement@southalabama.edu or (251) 460-6116 for directions.

How long does it take for hours to get approved? Hour approval time varies anywhere from a couple of days to a month. It is best to submit hours early!