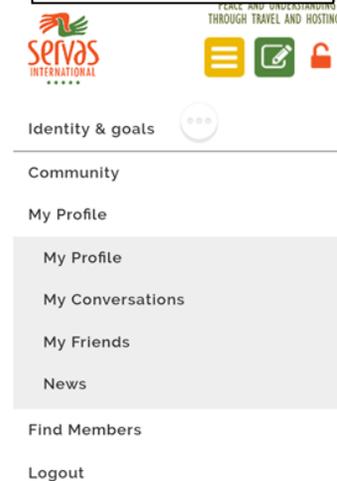
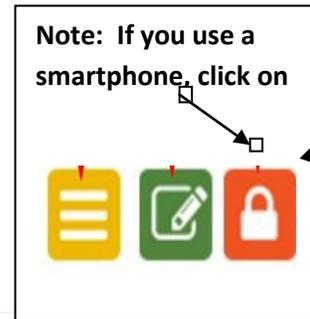
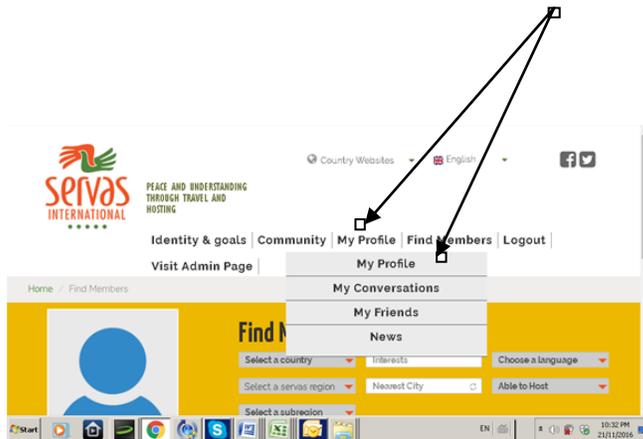


Servas Online Members Manual

1. How to edit your profile

After logging in to <https://servas.org/en>, click on **My Profile**.



You come to this page:



This button allows you to edit your name, username and password. (You only need to enter a password here if you are changing it).

To upload a picture, click on "upload". If it doesn't work, check your photo size. Maximum size is 2 mb. This photo will also appear on your LOI

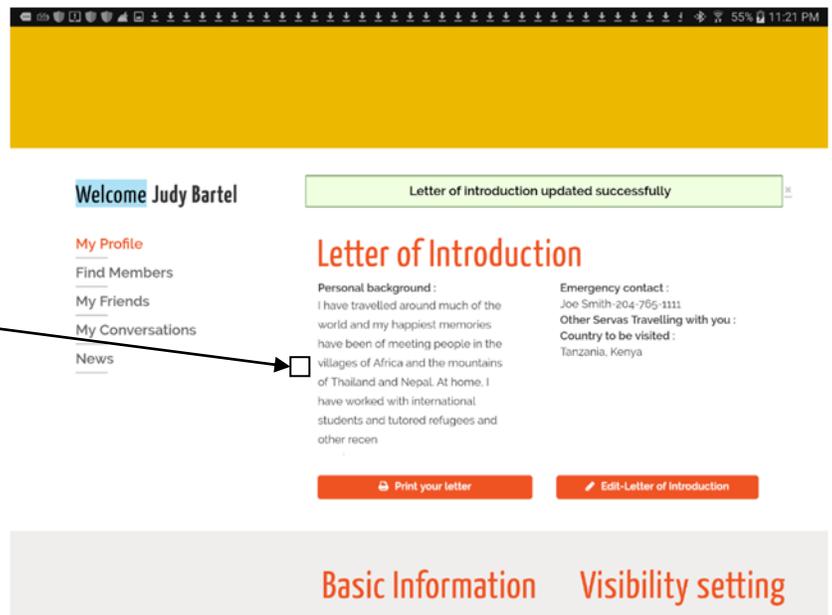
The rest of the information can only be edited by a Servas Administrator

There are five sections to My Profile that you can edit. **IMPORTANT: To edit these sections you must first click on the “edit” button at the top of each section. When finished, click on the update button at the bottom. You won’t be able to edit the next section until you update the previous. If you forget to update, you will get the message: “Servas.org says: save previous block and edit it”. Check to see if the red bar in any section says “update...”. If it does, click on “update” and you should be able to proceed).**

My Profile: (described above)

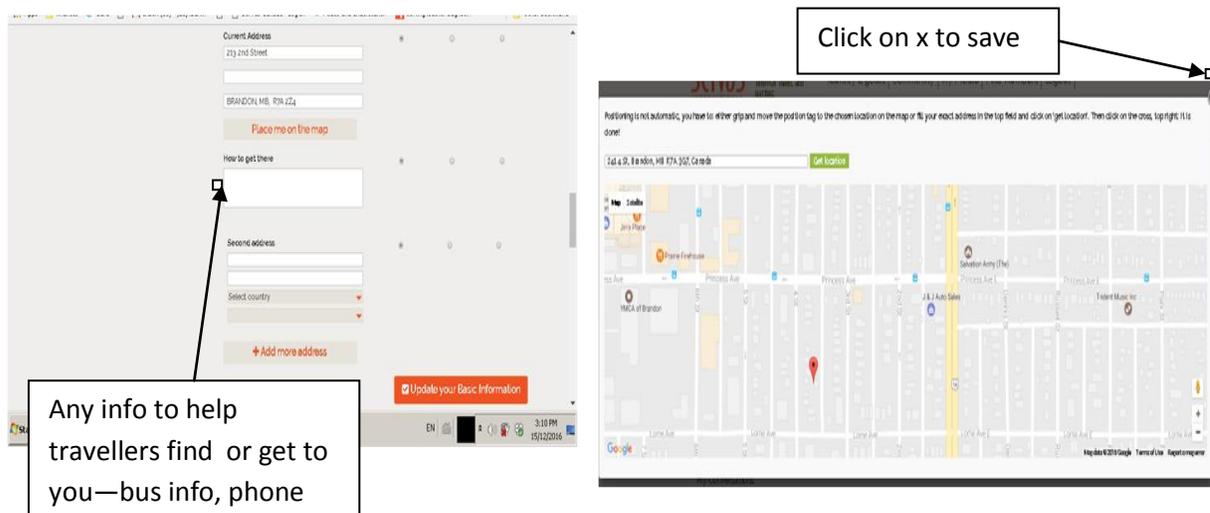
- 1) **Letter of Introduction:** You will only see this if you have been approved as a traveller in Servas Online. This includes:
 - Personal background: write down what you want your hosts to know about you, such as your occupation, your interests, why you have chosen to travel with Servas, etc. If your mother tongue is not English, think about writing this in both your mother tongue and English (depending on where you are travelling).
 - Emergency contact: phone number of a friend or relative not travelling with you.
 - Other Servas travelling with you: Enter the names of any other Servas members travelling with you. Start typing the FAMILY name, and some options will appear. Click on the correct one. Note: the person you want to enter must already be registered in Servas Online.
 - Countries to be visited (you don’t need to list them all if the list is long).

You may not see the whole “personal background” here, but when you click on “print your letter” it will all be there. The Letter of Introduction will be on Servas letterhead, and will include the name of your interviewer, an e-stamp or (for now) a place for your paper stamp



2) Basic information: Click on “Edit basic information”.

- Decide how public you want this information to be by choosing a visibility level for each element. “All members” means anyone around the world who has been approved as a Servas member can see it. “Friends” lets only those whom you have marked as a friend see it.
- **Nearest city:** choose a large, well-known town or city near your home, so that visitors can easily find your home on the map.
- **Language:** Enter the languages you speak and mark as basic or fluent. (**note: all language entries have been uploaded from the previous database as basic**).
- **Place me on the map**



There are two ways to mark your location : 1) Fill in your address in the box, and click “Get Location”, OR 2) Click on the red marker and move it to your location. If you move the marker to the edge of the map, it will scroll up/down, or to the left/right. Zoom in or out on the map by using the scroll-wheel on your mouse. When you are satisfied with the positioning of the marker on the map, **click on the circled x** in the top right corner and your map will be saved

- **Add more addresses:** If you accept visitors at another home (e.g. a cottage) add it here.

3. More about me:

- **Live with:** Name other adult Servas members living with you (members can then also view their profile). **Start typing the last name of a person (Note: They must already be in the system). Wait a few seconds for the system to propose some names. Click on the name of the person. If there are more adult Servas members living at this address, repeat the process.**

- **Children:** give names, gender and birth year of all children living at home e.g. John (m) 2005. Note: this is a text field-unlike your birth year, it will not convert to age.
- Member type: Traveller, host, coordinator, etc. Note: **these are filled in by Servas administrators and you can't edit.** If your "member types" are not all listed, contact your local interviewer or coordinator.
- Servas member since: **Servas Online will automatically fill this in when members are admitted.** This information won't be available for members that existed before we started using Servas Online.
- **Servas traveller since:** same as above.
- **Interests, Organizations, etc.:** You have more space here to describe your interests and organizations. Avoid abbreviations for organizations that won't be understood, especially by people from other countries.
- **More information/Self-description:** There are 3 fields here to enter more information about yourself or your region. There are no fields like this in hosting information, so you could use one of these to describe your accommodation (e.g. I have one double bed, but can accommodate more people if you don't mind sleeping on the floor) or services you might offer.
- **Interviewer and date of interview will be blank (for future members it will be filled in by the interviewer).**
- Don't forget to click "update more about me".

5. **Hosting:** Reminder: Click the edit button at the top of the section

- **Holiday periods:** specify times you know you will be away or leave it blank.
- **Number of persons able to host:** How you enter this is important because it affects what travellers find when doing a search. *If you will only host men or only women enter the maximum number you can host in the box. In this case, don't enter "persons". If you will host either gender, fill in the numbers of men, women and persons . You can also specify if you can accommodate couples and children and how many. If you enter only "1 couple" you will not be found by people searching for 1 or 2 persons. (you can provide more information about your accommodations in the "More information" boxes in the previous section).*

- **Youth welcome:** Check this box if you are willing to accept Servas youth members under 18 years old who are travelling without their parents and have a valid Servas Youth Letter of Introduction.
- **Want more travellers:** tells travellers that you are eager to have travellers (you may not be getting very many).
- **Previous notification:** You require previous notification from travellers. You decide how many days notice.
- **Best means of contact:** specify how you prefer visitors to communicate with you. If you have definite preferences (e.g. if you don't check email regularly) you could add this in the "more information" boxes).
- **Meals cooked for you:** You provide meals for your guests.
- **Kitchen use:** visitors may prepare their own meals in your kitchen.
- **Facilities for disabled persons:** your home is wheelchair accessible, or suitable for people with other disabilities.
- **Longer stay possible:** If you welcome visitors for more than 2 days, or would participate in a longer term program.
- **Emergency travellers:** You can accept travellers on short notice. (But they should never arrive at your house without speaking with you first).
- **Home exchange:** You are interested in exchanging your home with other Servas members, for a specified period.
- **Camping possible:** it is possible for visitors to camp on your property.
- **Day Host:** You cannot provide sleeping accommodation, but wish to meet visitors (for a meal, a coffee, a chance to communicate, and maybe even show them around your local area.

4. How to Find Members

1. Login to: <http://prodsolsys.servas.org/en>

Note: members using cell phones, click on the Login icon.



2. This will take you to the FIND MEMBERS page where you look for hosts:

The screenshot shows the 'Find Members' search interface. It features several dropdown menus and text input fields. Callout boxes provide instructions for each field:

- Select a country:** Type the first letter of the country to narrow the list.
- Select a servas region:** Usually state or province.
- Select a subregion:** Only shows if the region has a subregion.
- Interests:** Will give you all the members with at least basic knowledge of the language.
- Nearest City:** Enter a major city near your destination to find hosts near here. Caution : this is a text field, so you won't find hosts who have entered a different city name or no city name.
- Choose a language:** Especially useful if you need a host for several people. Some members accept male or female travellers only.
- Able to Host:** (checkbox)
- More Options:** More options: Use this button if you want to look for:
 - Only hosts or only travellers (note that coordinators or interviewers are not identified here).
 - An individual by name
 - A variety of other characteristics: (see next page)

At the bottom of the form, there is a red 'Submit' button and a large orange text prompt: 'Select any filter and click on submit to see results'.

Use this to find hosts who are eager to have more travellers than they are getting.

You'll get only hosts who say you need a sleeping bag. If you click yes, you can say "mandatory or optional". (not working right now).

Previous lists used the term "No previous notice required". Note that here, "yes" means they do require previous notification, and you will get hosts who require notification.

This will give you hosts who accept visitors on short notice. (But never arrive without contacting first and confirming).*

Look for people who will accept unaccompanied travellers under 18 years old.

Will give you hosts who don't provide accommodation, but would meet your for a meal, coffee, or just to socialize.

Note that the more filters you choose, the more you limit results.

3. Prepare your lists and communicate with hosts

a) Members appear first in MAP VIEW

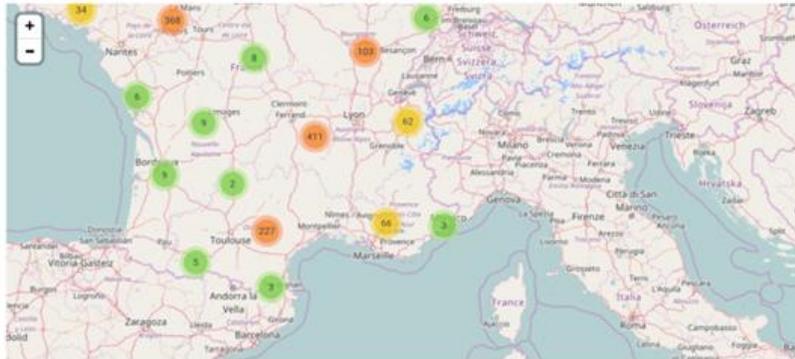
Welcome Judy Bartel 2532 members found

Circle in the country shows number of hosts. Note that this number is individual hosts. There may be more than one at an address.

Zoom in to see more detail.
Use +/- or drag with your fingers on a tablet.

2532 members
found

Switch to list view



Welcome Judy Bartel

2596 members
found

Switch to list view



Clicking on the yellow balloon gives host details.
Note that this may not work well on some tablets.
Also, some members may not have marked their location.

b) Click on LIST VIEW to get details of an individual member

Hint: On a tablet, if you appear to lose the button to switch to “list view”, try swiping down on the very right hand side of the screen).

The screenshot displays the 'Find Members' section of the Servas Online Members interface. It shows a list of 2534 members found. The interface includes a sidebar with navigation options like 'My Profile', 'Find Members', 'My Friends', 'My Conversations', and 'News'. A 'Switch to map view' button is visible. A 'Result per page' dropdown menu is set to 5. Two member profiles are shown, each with a 'View Complete Profile' link. Callout boxes provide instructions: 'Choose number of listings you want to see on the screen, not on the printed page.' points to the 'Result per page' dropdown; 'Click to choose members you are interested in.' points to the selection checkboxes; 'Narrows your list to the ones you've selected.' points to the 'Filter Members' button; 'Sends the same message to all you've selected. Use carefully—do not send request for the same time period to many hosts.' points to the 'Send a message to all' button; and 'Gives you the host list entries for all the members you have selected. You can view, save, and print the list.' points to the 'Print List' button. The bottom of the screen shows '1/254'.

Welcome Judy Bartel

2534 members found

Switch to map view

Select All Result per page 5

Choose number of listings you want to see on the screen, not on the printed page.

Click to choose members you are interested in.

Narrows your list to the ones you've selected.

Sends the same message to all you've selected. Use carefully—do not send request for the same time period to many hosts.

Gives you the host list entries for all the members you have selected. You can view, save, and print the list.

Filter Members Send a message to all Print List

1/254

Member-list (3).pdf

<p>17084 Charentes - Limousin - Périgord, France 30 km NW of Oradour sur Glane (7 km) - Train to Limoges Station or plane to Limoges Airport. Phone before departure for collection. 4P 2C (+) NSI, DS, Contact: email+phone (26) VAC. Amical mais respectueux des convenances</p>	<p>Ali A [redacted] Retired Teacher Inte..... 40 Lavaud 87520 Cleux ph: +3355033068 mob: +33672957871 alligator974@wanadoo.fr</p>	<p>english INT: Hiking - Cooking - Gardening, bridge TRV: Morocco, N. Europe, Greece, Indian Ocean LIV: England, Madagascar, Comoro Islands</p>
<p>17085 Charentes - Limousin - Périgord, France 30 km NW of Oradour sur Glane (7 km) - Train to Limoges Station or plane to Limoges Airport. Phone before departure for collection. 4P 2C (+) FAM Y WMT,CAMP,ISP,LODG,KIT CH,EN DK, DS,W/M</p>	<p>[redacted] (943) Retired Tajawal Interviewer, Host, Coordinator Live with Ali Abdullah 40 Lavaud 87520 Cleux ph: +3355033068 mob: +33631745409 pierac87@orange.fr</p>	<p>english INT: Hiking - Cooking - Gardening, TRV: Morocco, N. Europe, Greece, Indian Ocean LIV:</p>

FranceServas1250
Servas Role : Interviewer & Host
Membership until : 31-Dec-2016
Traveller Stamp until :

[Add as a friend](#) [Send a message](#)

[Back to the list](#)

Basic Information

Welcome bartel379

My Profile
Find Members
My Friends
My Conversations

Age: 62
Gender: Female
Occupation: children care
Country: France
State/Region: Linguistic - Roussillon
Sub Region: Gard
Nearest city: Nîmes
Email: corne.abb

Send message to an individual from this screen

Scroll down to see all information on file