

Servas.org Admin tasks and where to access them

This chart lists all the tasks that can be performed by Servas Group admins, the menu item to use to perform the task, and the roles needed.

Click your picture to see the menu of procedures that can be performed by people with your role(s). If you are not sure which menu item to use, check this chart.

Need more help:

- Help for each screen can be accessed by clicking on **?help** at the top of the screen.
- Check the **FAQs** located in the “Quick links at the bottom of each page for frequently asked questions and trouble shooting tips.
- Contact help@servas.org with questions or requests for training.

Which Menu item do I use to:	Menu item	Who can do it?
		<p>Note:</p> <ol style="list-style-type: none"> 1. Superadmin has access to all functions listed here. 2. Privileges can be national or regional
<p>1. View member information?</p> <ul style="list-style-type: none"> ● See membership & travel status ● See when a member last accessed their profile. ● Edit a profile for a member 	Member Admin	<p>Member Admin</p> <p>Region Admin</p> <p>Household Admin</p>
<p>3. Get a list of active members (both Travellers and Hosts) in my Servas Group:</p> <ul style="list-style-type: none"> ● With invalid address locations ● That offer hosting or day hosting ● By spoken language or age range ● Who have not confirmed their profile? 	Member Admin by Location	<p>Member Admin</p> <p>Region Admin</p> <p>Household Admin</p>

		Renewal Admin
12. Add to or remove members from a household, join households or move members from one household to another?	Household Admin	Household Admin Region Admin
13. Edit membership or LOI fees paid <ul style="list-style-type: none"> Download a report of payments? 	Payment Admin	Payment Admin
14. Find out what notifications have been sent to a member or Servas Admin and view details?	Notifications	Member Admin Region Admin
15. Create content for your Servas Group information page	Servas Group Admin	Group Admin
16. Add or remove an admin member and edit roles?	Servas Role Admin	Servas Role Adminole
17. Set unique information for my Servas group <ul style="list-style-type: none"> Change "Main Contact" email address for my group Change text on the "Join" page (for external application process) Change the default fee information for my group Change renewal reminder, grace period and renewal dates for my group Change travel fees for my group Change notifications for my group edit notifications 	Servas Group Admin	Servas Group Admin
18. Get general information about a Servas group <ul style="list-style-type: none"> find out how many members or hosts there are in a country? 	Servas Group Information	All members members and public

<ul style="list-style-type: none"> • find out the Servas status of a country or group. • See information about the country or Group (for travellers) • Find out if a group has a website or Facebook page 	Servas Group Websites (quick links at bottom of every page.	
19. Provide feedback or suggestions to improve the website	ServasOnline Feedback & Suggestions	All members
20. View ServasOnline development plans	ServasOnline Roadmap (quicklinks at the bottom of each screen	All members

CSV and Excel exports		
Filename	information	Menu item
Application export	applications with names and all details.	Application admin
Membership export	name, email, Servas group & region, expiry dates.	Renewal admin
Member export	all personal information, membership status, expiry date, stamp info, last access date.	Member admin
Payment export	payment type, date paid, payment id, amount, name:	Payment admin
e-Stamp export	eStamp status, details	eStamp
Servas Role	list of Admin members with their roles	Servas Role Admin