

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?
		Note: 1. Superadmin has access to all functions listed here. 2. Privileges can be national or regional
1. View member information? <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	Member Admin Region Admin Household Admin
3. Get a list of (both Travellers and Hosts) in my Servas Group: <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	Member Admin Region Admin Household Admin

4. Get a list of eStamp requests in progress or completed <ul style="list-style-type: none"> Review an LOI Add an eStamp 	Travel Admin	Travel Admin Region Admin
5. Review and manage the applications within my area of responsibility <ul style="list-style-type: none"> Edit the profile for applicants needing assistance Approve or reject applicants Enter payment information for applicants? Assign an interviewer Delete multiple applications at once 	Applications Bulk delete applications	Application Admin Region Admin
6. See applicants assigned to me for interview and <ul style="list-style-type: none"> View their application and profile Enter my recommendations Edit the profile for applicants needing assistance 	My Interviews	Interviewer Region Admin Application Admin
7. Get lists of members by status? <ul style="list-style-type: none"> Renewal due In grace period Lapsed members (Amiko) Suspended (Amiko) 	Renewal Admin	Renewal Admin Region Admin
8. Renew members, and bulk renew members. Bulk deactivate members	Renewal Admin	Renewal Admin Region Admin
9. Deactivate, reactivate and delete members?	Household Admin	Household Admin Region Admin
10. Suspend and Unsuspend members	Household Admin Renewal Admin	Household Admin Region Admin Renewal Admin
11. Add to or remove members from a household, join households or	Household Admin	Household Admin Region Admin

move members from one household to another?		
12. Edit membership or LOI fees paid <ul style="list-style-type: none"> Download a report of payments? 	Payment Admin	Payment Admin
13. Find out what notifications have been sent to a member or Servas Admin and view details?	Notifications	Member Admin Region Admin
14. Create content for your Servas Group information page	Servas Group Admin	Group Admin
15. Add or remove an admin member and edit roles?	Servas Role Admin	Servas Role Admin ole
16. 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
17. 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? find out the Servas status of a country or group. See information about the country or Group (for travellers) 	Servas Group Information Servas Group Websites (quick links at bottom of every page.	All members members and public

<ul style="list-style-type: none"> Find out if a group has a website or Facebook page 		
18. Provide feedback or suggestions to improve the website	ServasOnline Feedback & Suggestions	All members
19. 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