

ServasOnline Information for Members

1. After the interview, go to the Servas Canada website, canadaservas.org (different from the Servas International website) and complete the privacy & confidentiality agreement. You'll find it under the Join Servas Canada menú, on the Apply to Servas Canada page, step 5.
2. Your account will be created in ServasOnline by an online administrator, who will contact you with information about paying your fees if you are a traveller, and to ensure you have completed the privacy & confidentiality agreement.
3. You will receive an automated email with a link to login to ServasOnline and create your password.
Tip: Make sure you follow the information about how to construct a password.
4. Complete your profile: Detailed instructions for completing the profile can be found by clicking the **"help" icon on the top of any page of the website**



Tips:

- Everybody should read "Editing My Profile" (under the "help" icon) before starting! It contains important information that will help you navigate the website smoothly.
- Be sure to choose a small picture to upload to the site (ideally under .6 MB or 600 kb). Cell phone pictures are great! For more information, on uploading the picture see "help".

Tips for hosts:

- The hosting section is not as intuitive as it should be, and must be completed in a particular way for travellers' searches to work. Please follow the "Hosting" guide in "Help".
- Don't forget to mark yourself on the map, by clicking "Place me on the map". That is the best way for travellers to find you.
- It is especially important that hosts keep their information up to date—you can make changes yourself to address, hosting capabilities, etc.

Tips for travellers:

- Send your fees to the treasurer. Easiest is by e-transfer to Christine Fernie, cfernie.ca@gmail.com. She will let you know when she has issued you your e-stamp. If you need to mail her your fee, contact her for her mailing address.
- Complete the "Basic Information" and "More about Me" sections **before** you print the Letter of Introduction (the printed form pulls in some information from these sections).
- To get a form where you can write your "personal information", click on "Edit letter of Introduction".
- Ensure that your emergency contact info includes name, email address and phone number.

- Pressing “Print your form”, downloads a pdf document that shows you what the printed form will look like. For more information about completing the LOI see the “Help” section on the website.
- As a couple, you may have a joint profile in Servasonline. However, if only one of you is travelling, the traveller should create a separate “traveller only” profile.

5. For Travellers: Validating the LOI

- Once you have completed the LOI and downloaded it, you need a signature from an administrator. Email a copy of the LOI to the National Coordinator (see email address below). She will sign it and mail or email it back to you.
- Sign the LOI yourself, either electronically or by printing it, signing it and scanning it.

6. Getting host lists: request these from the national co-ordinator (email address below).

7. Contacting hosts:

- When contacting hosts by email, always send a copy of your LOI with your first email. Members in countries that are **not yet online** will not have access to your profile; in countries that **are** online, not all members are comfortable yet in going online to view it).
- Contact hosts via the method they’ve indicated as their preference.
- Communicating through ServasOnline: As above, some members are more comfortable than others with using the messaging module. If you don’t get responses when using the “Send a Message” function, try traditional methods such as phone or email.

If you have questions that your interviewer can’t answer, please contact:

Alison Reid, National Coordinator: areid@northwestel.net 867-332-5835 (Pacific time zone)

Judy Bartel, ServasOnline Coordinator: judy.bartel@gmail.com 204-727-4794 (Central time zone).

Christine Fernie, Treasurer: cfernie.ca@gmail.com

Sample Letter of Introduction

Servas Canada



Stamp (timbre):
2018-0060
generated online by Servas.org and issued by
Servas Canada
Valid Until : 19-Dec-2018

Letter of Introduction (version 2017)

member n° 18448

Family name, first name *(nom, prénom)* ██████████

Sex (F/M) : Female

Age : 63

Occupation *(profession)* : Retired student services manager

Permanent address *(adresse domicile)* :
213 2nd st., brandon mb,

Phone : +1 204-727-4794

Cellphone : +1 cell 204-720-7892

Email ██████████@gmail.com

Other Servas travelling with you *(autres Servas voyageant avec vous)* : N/A

Children travelling with you *(enfants mineurs voyageant avec vous)* :

Emergency contact [name, phone, email] *(en cas d'urgence prévenir [nom, téléphone, email])* :
Sam Smith (Brother) 1-204-345-4567

Languages spoken *(langues parlées)* : english (basic), german (basic), spanish (basic), low German (basic)

This is your introduction to your hosts—who are you? What are your interests? Why are you travelling with Servas? Tell them enough that they get a good picture of you (and why they would want to host you), but try to keep it brief enough that your LOI will fit on one page.

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; getting to
angladesh,
ravellers of

all ages, and have been especially interested in how the generation gap disappears when we share common interests and world views.

I understand the aims & rules of Servas and will abide by them. *(Je certifie sur l'honneur avoir pris connaissance des statuts et du règlement intérieur de Servas et je m'engage à les respecter.)*

Servas Administrator's name and role

Traveller's Signature

Email address

Date

Administrator's Signature (print or e-signature)

www.servas.org