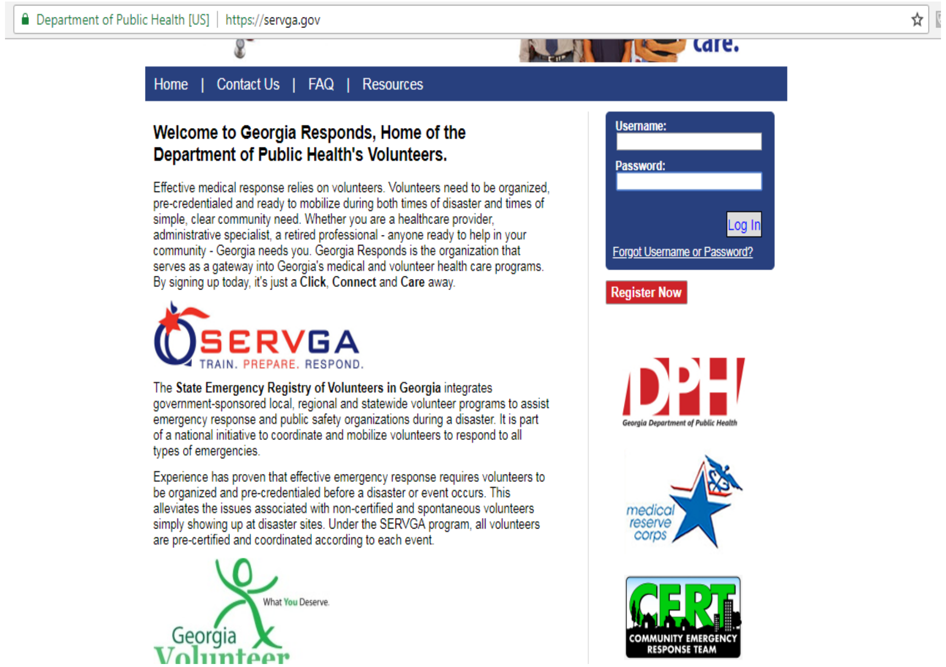
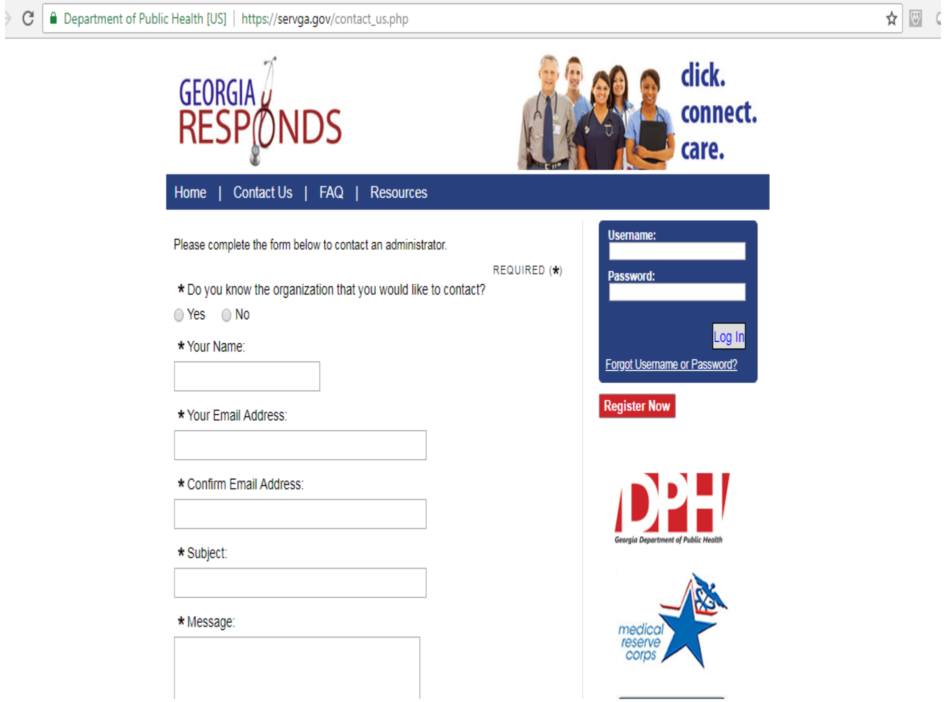
Base Module Manual

SERVGA





Access the Home Page from www.servga.gov.

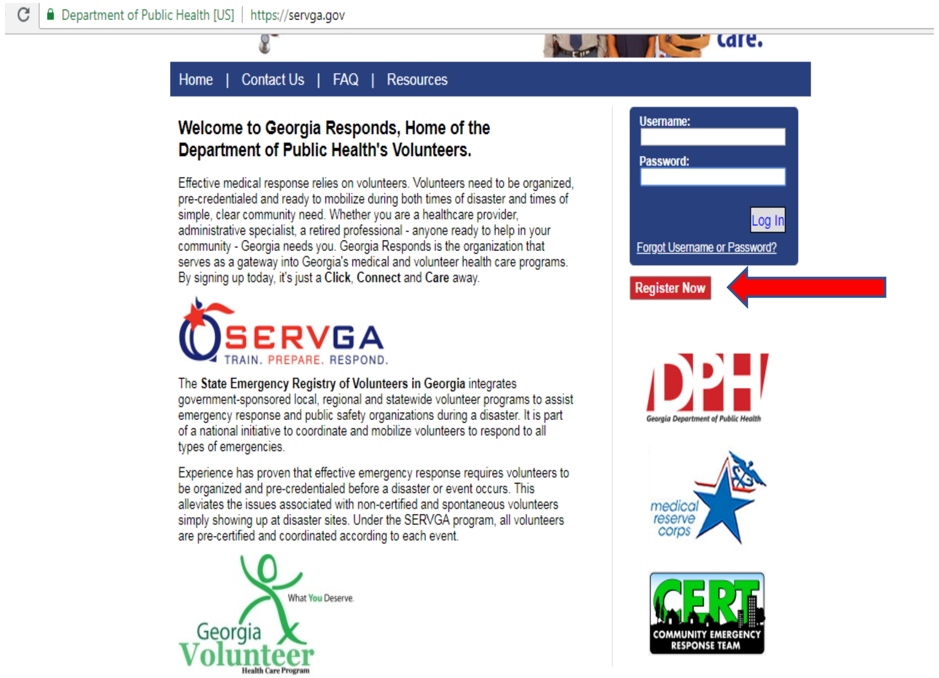
From the tool bar at the top you can access the Contact Us screen.

SERVGA

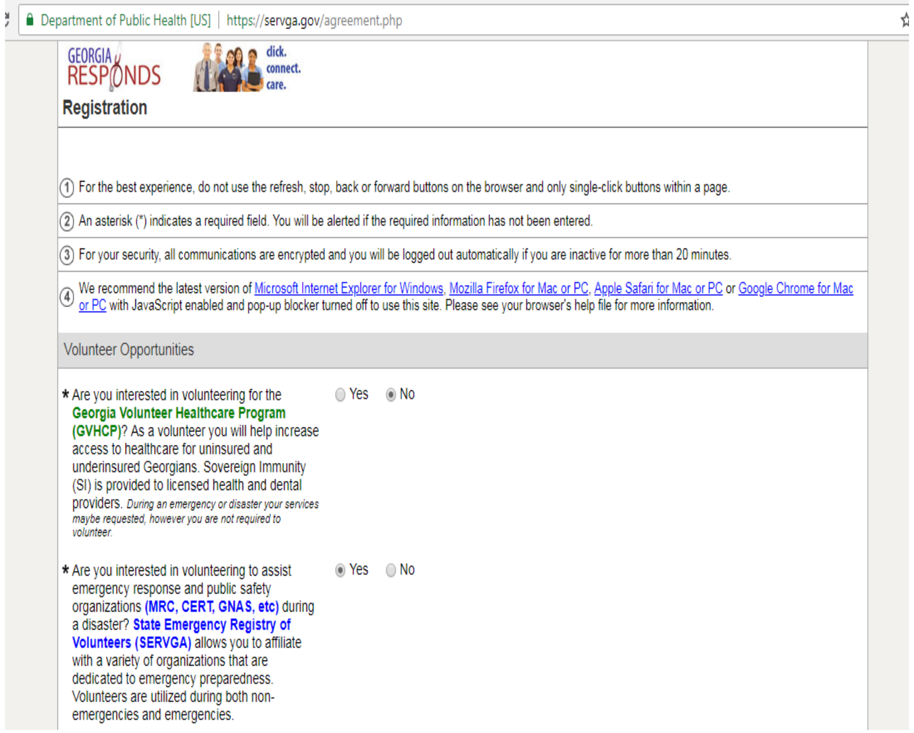
From the tool bar at the top you can access the FAQ Screen.

From the tool bar at the top you can access the Resources Screen.

SERVGA



To Join, Select the "Register Now" Button to access this screen.



You will then be asked to select "Volunteer Opportunities". You have the opportunity to select the Georgia Volunteer Health Care Program which works with free clinics to provide health care to the uninsured and/or emergency response programs.

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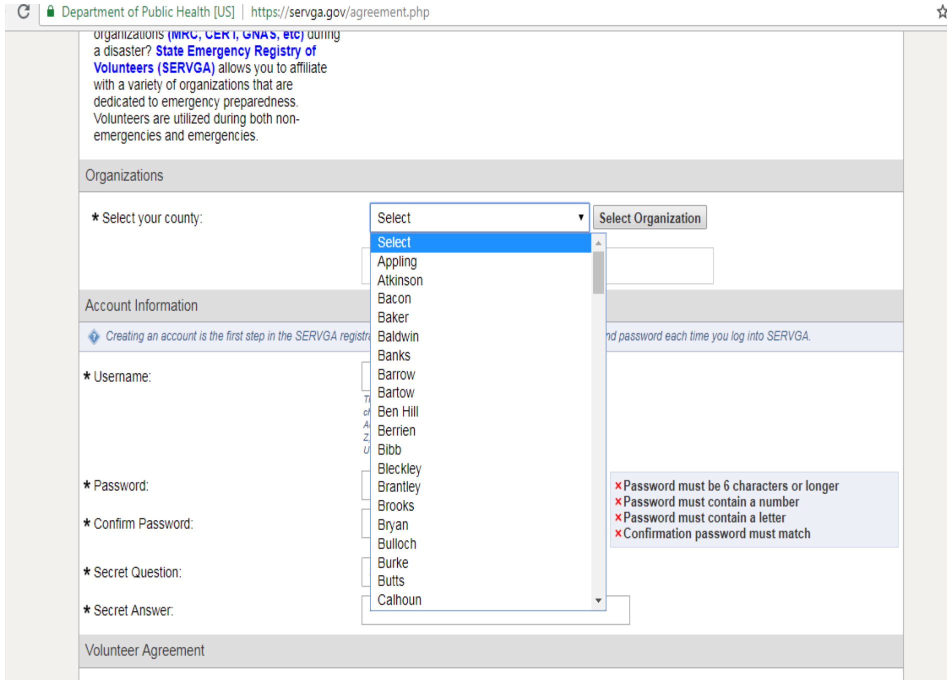
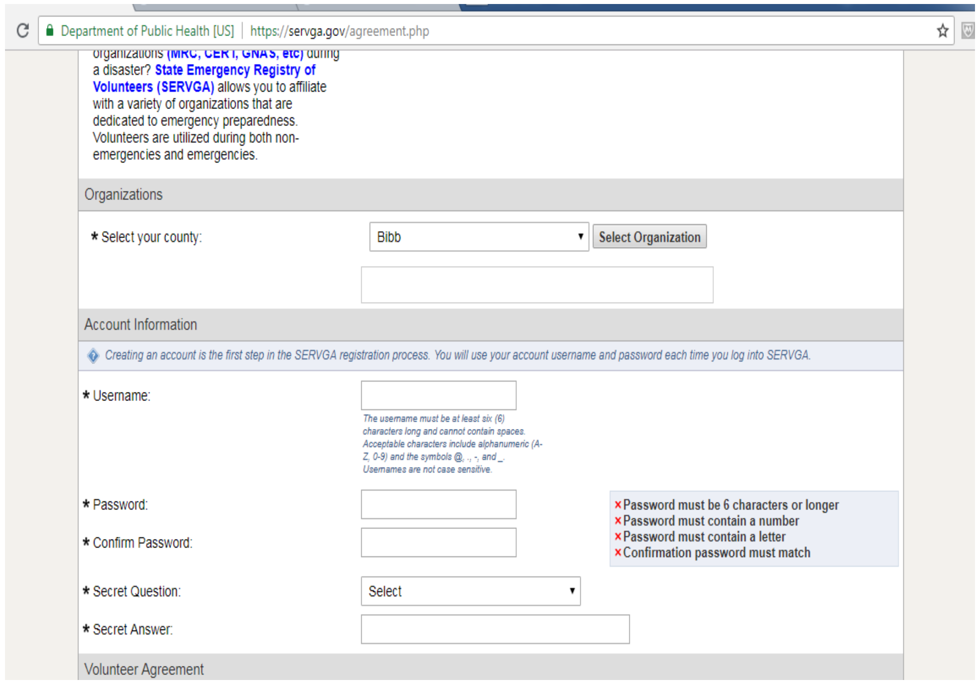


If you select “Yes” for emergency response, select your county of interest.



For example: Bibb County.

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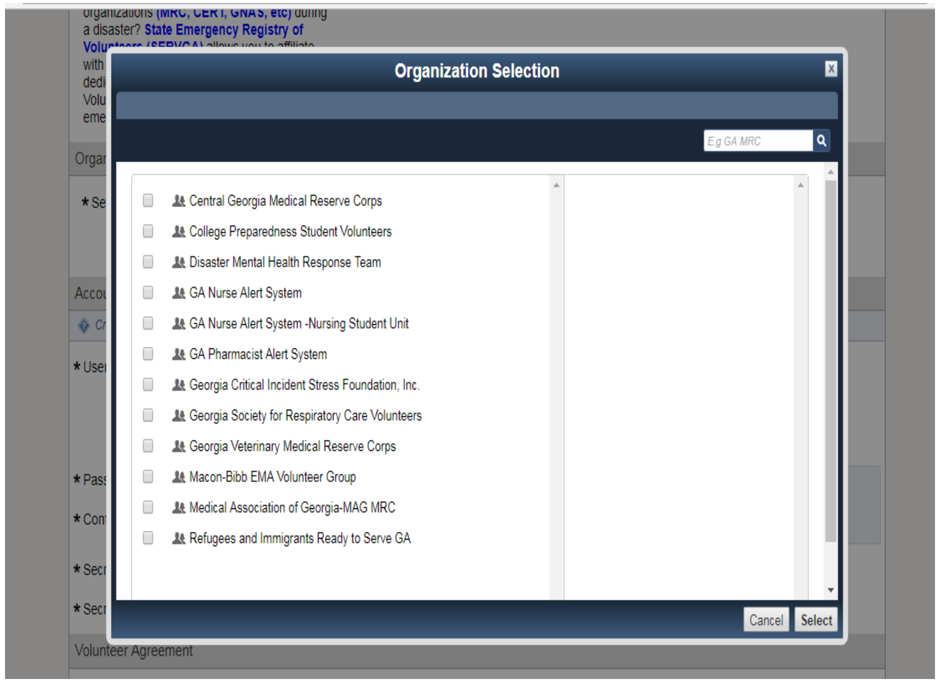
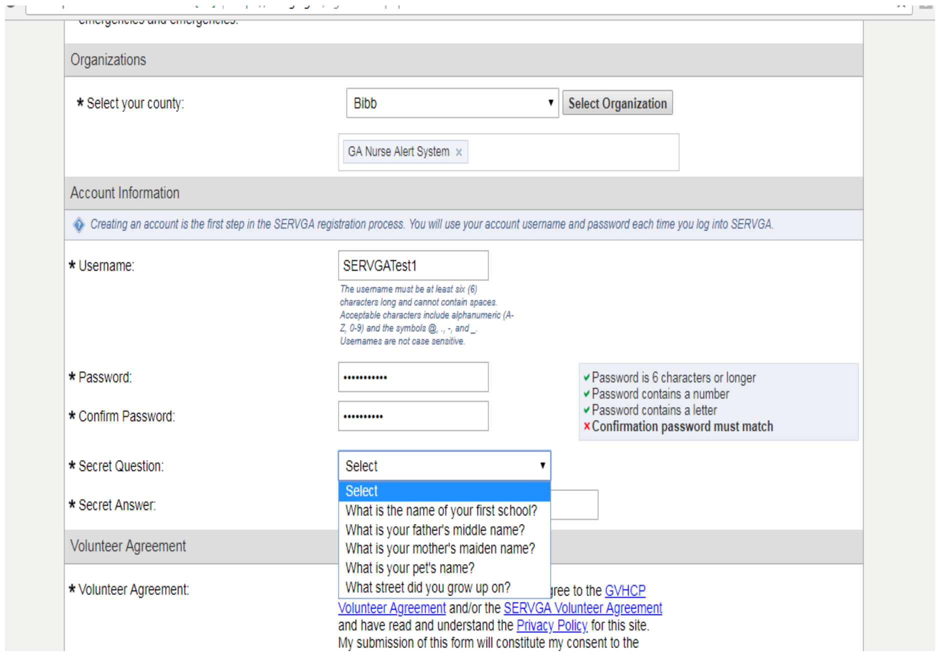


Opportunities in the county selected will populate. See volunteer organization options in Bibb County.



Screenshot of completing the initial registration.

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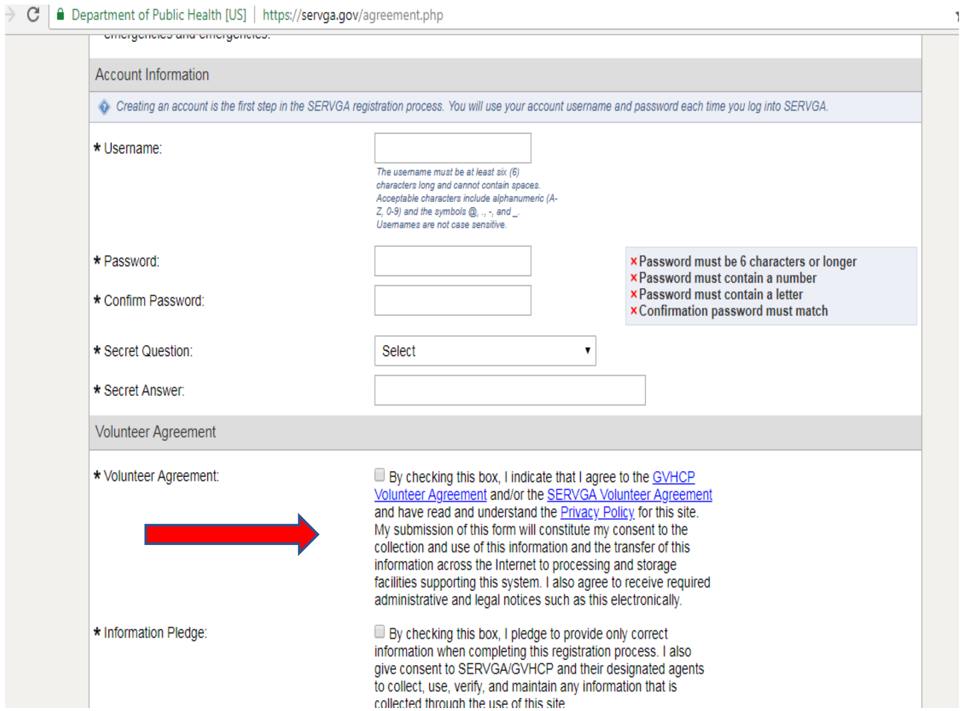

Department of Public Health [US] | https://servga.gov/agreement.php

Account Information

Creating an account is the first step in the SERVGA registration process. You will use your account username and password each time you log into SERVGA.

* Username:

The username must be at least six (6) characters long and cannot contain spaces. Acceptable characters include alphanumeric (A-Z, 0-9) and the symbols @, ., -, and _. Usernames are not case sensitive.

* Password:
* Confirm Password:

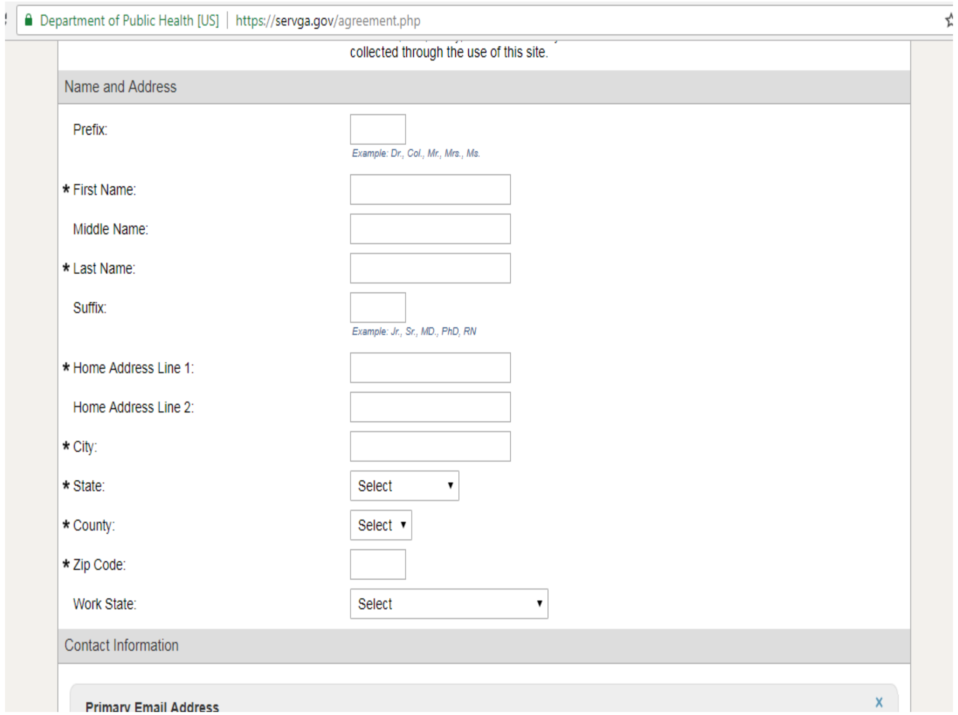
×Password must be 6 characters or longer
×Password must contain a number
×Password must contain a letter
×Confirmation password must match

* Secret Question: Select
* Secret Answer:

Volunteer Agreement

* Volunteer Agreement: By checking this box, I indicate that I agree to the GVHCP Volunteer Agreement and/or the SERVGA Volunteer Agreement and have read and understand the Privacy Policy for this site. My submission of this form will constitute my consent to the collection and use of this information and the transfer of this information across the Internet to processing and storage facilities supporting this system. I also agree to receive required administrative and legal notices such as this electronically.

* Information Pledge: By checking this box, I pledge to provide only correct information when completing this registration process. I also give consent to SERVGA/GVHCP and their designated agents to collect, use, verify, and maintain any information that is collected through the use of this site.


Department of Public Health [US] | https://servga.gov/agreement.php

collected through the use of this site.

Name and Address

Prefix:
Example: Dr., Col., Mr., Mrs., Ms.
* First Name:
Middle Name:
* Last Name:
Suffix:
Example: Jr., Sr., MD., PhD, RN
* Home Address Line 1:
Home Address Line 2:
* City:
* State: Select
* County: Select
* Zip Code:
Work State: Select

Contact Information

Primary Email Address

Volunteer Agreements for each program need to be reviewed at initial registration.

Information required at registration is marked with an asterisk.

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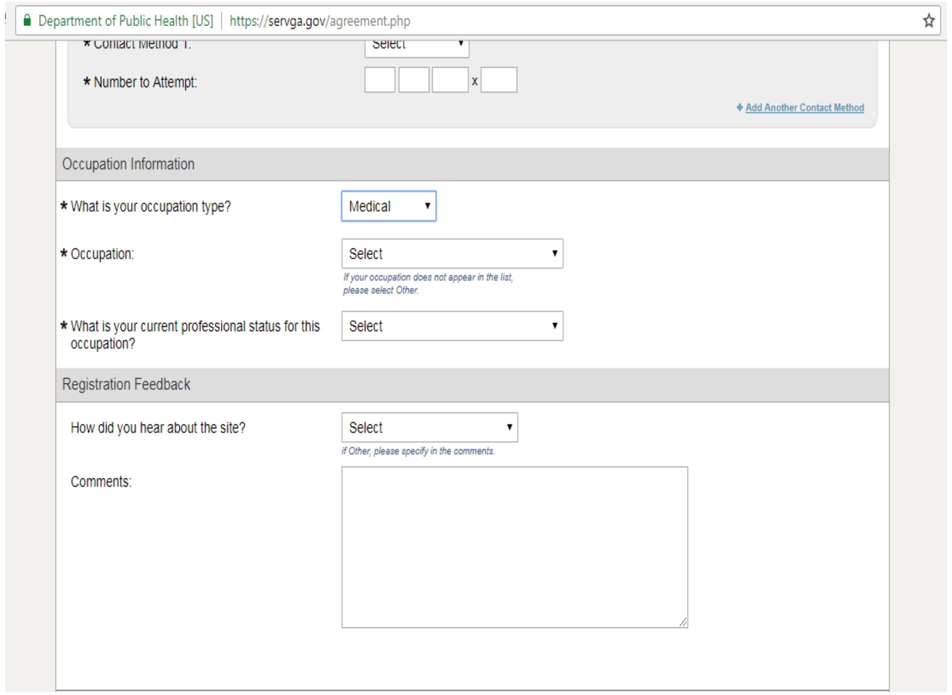

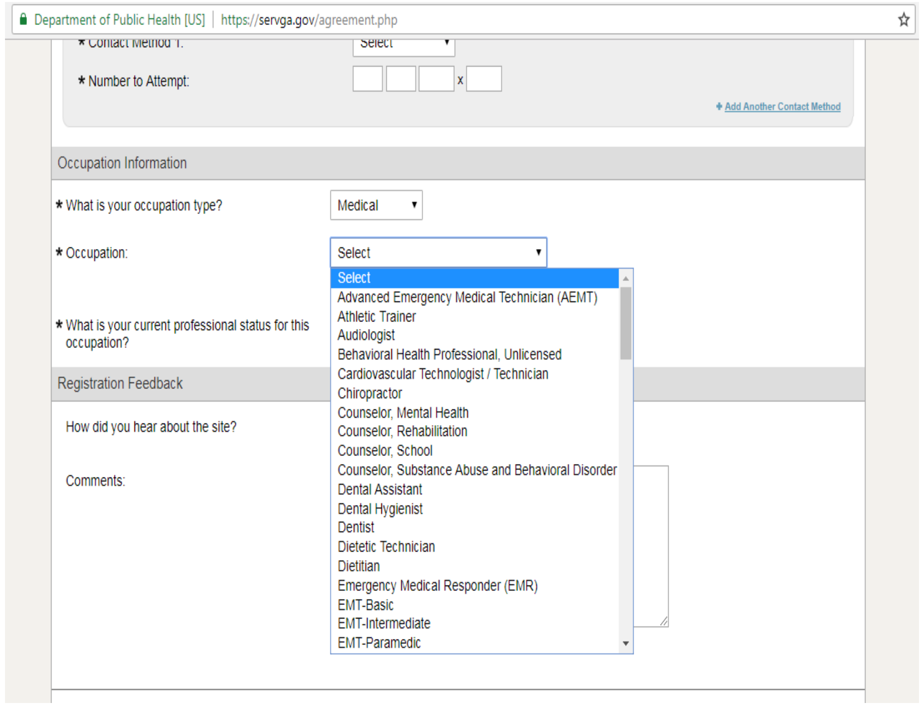

If you select Medical Occupation, this is the screen that appears requesting additional information.

Screenshot of Medical Occupations.

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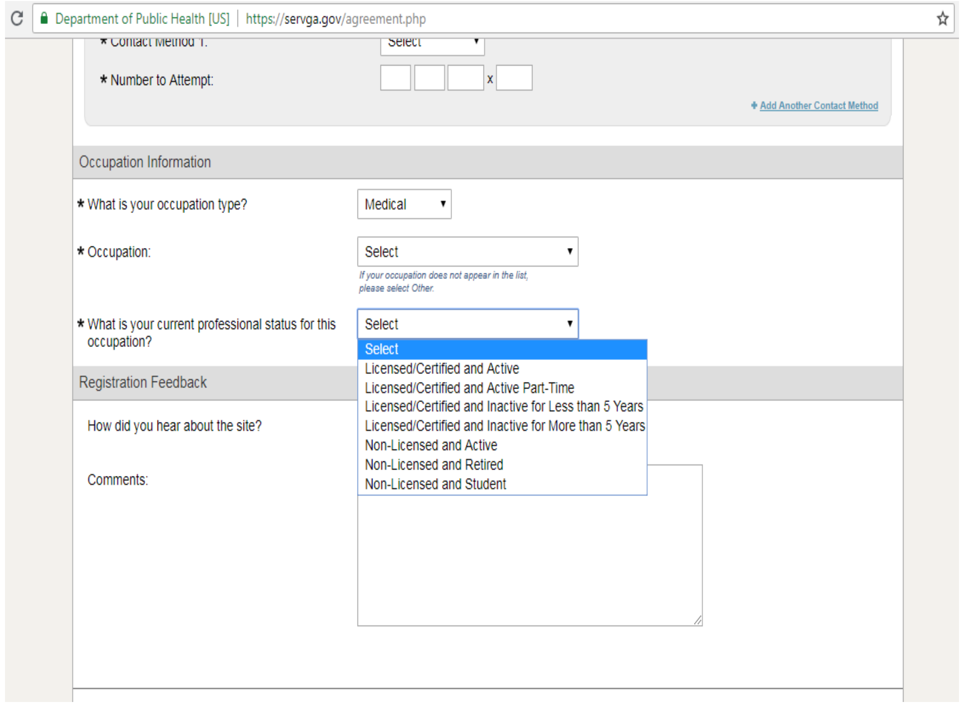
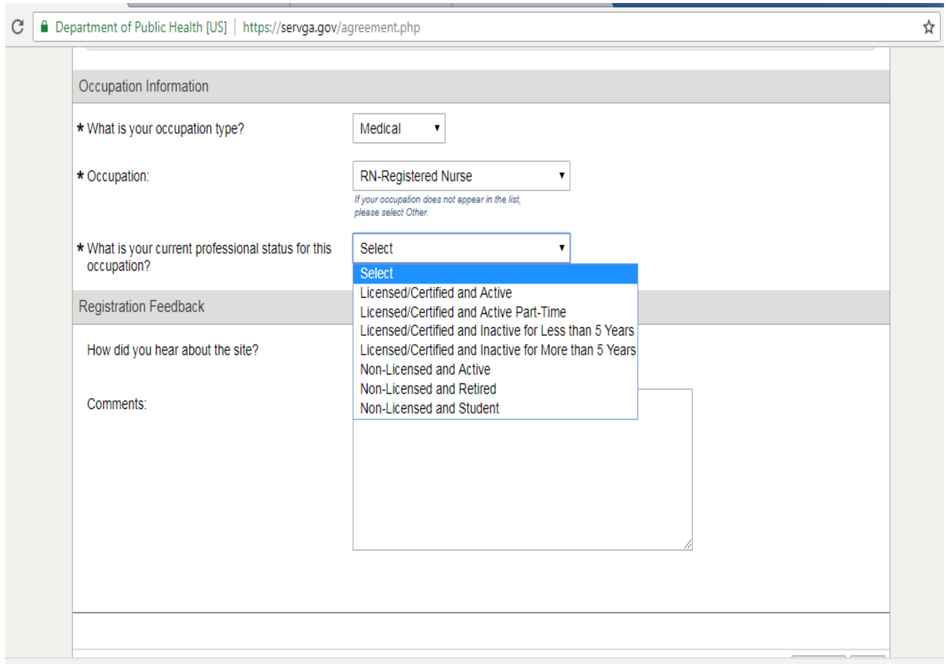


Screenshot of Professional License Status Drop down Menu



Medical Example:
When selecting occupation types, select APRN, not "RN-Nurse Practitioner " because it does not interface with the system. This is the only instance that has created issues to date. All additional types are recognized.

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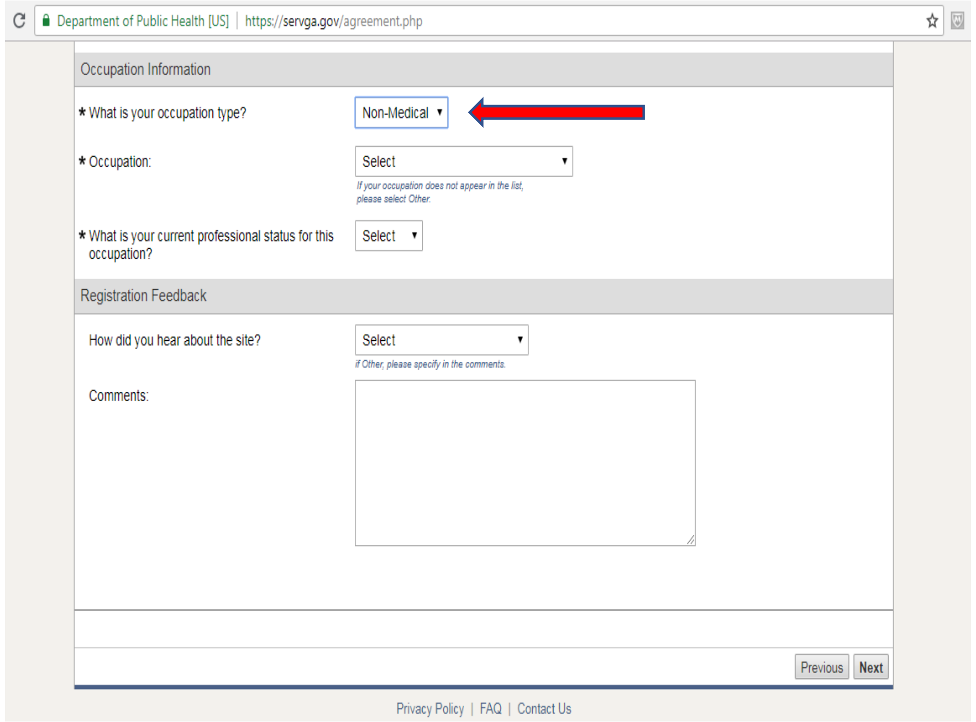
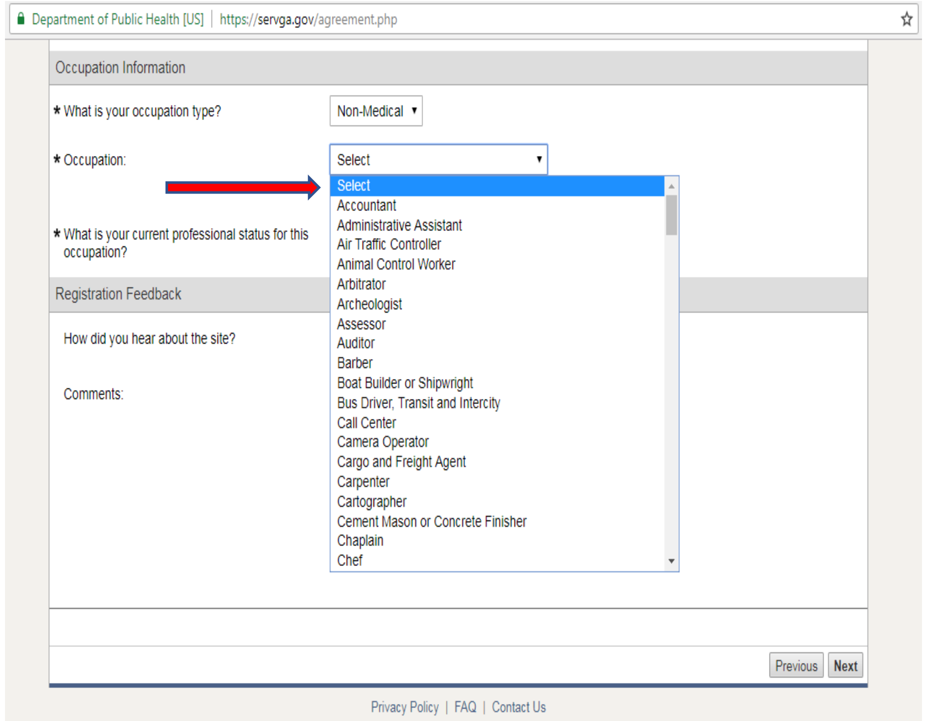


Screenshot if you select Non-Medical Occupation



Screenshot of non-medical occupation options.

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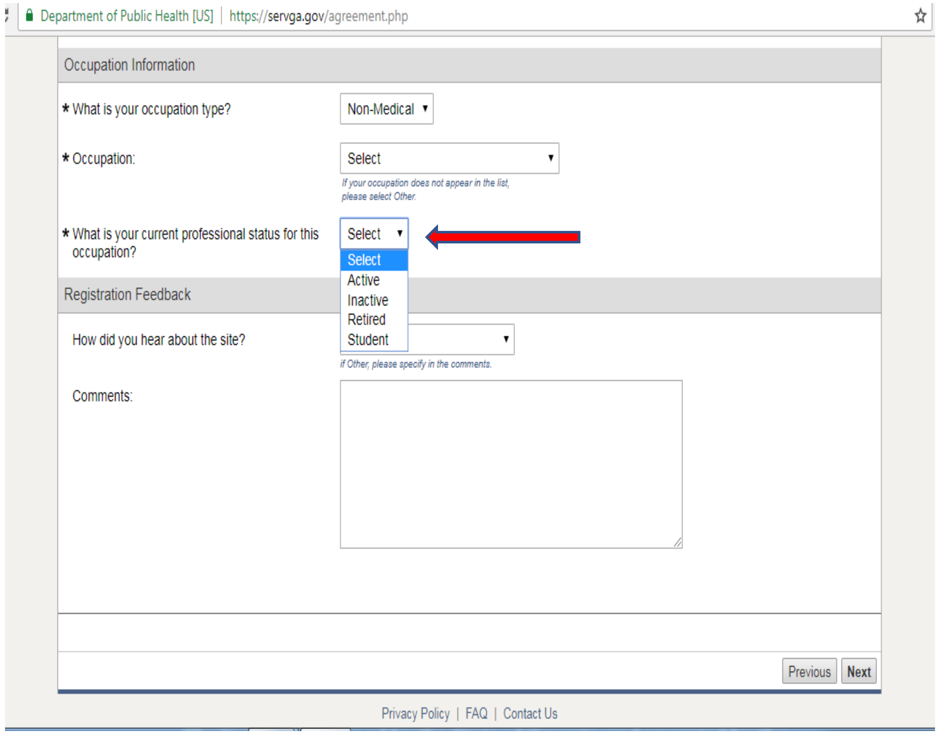
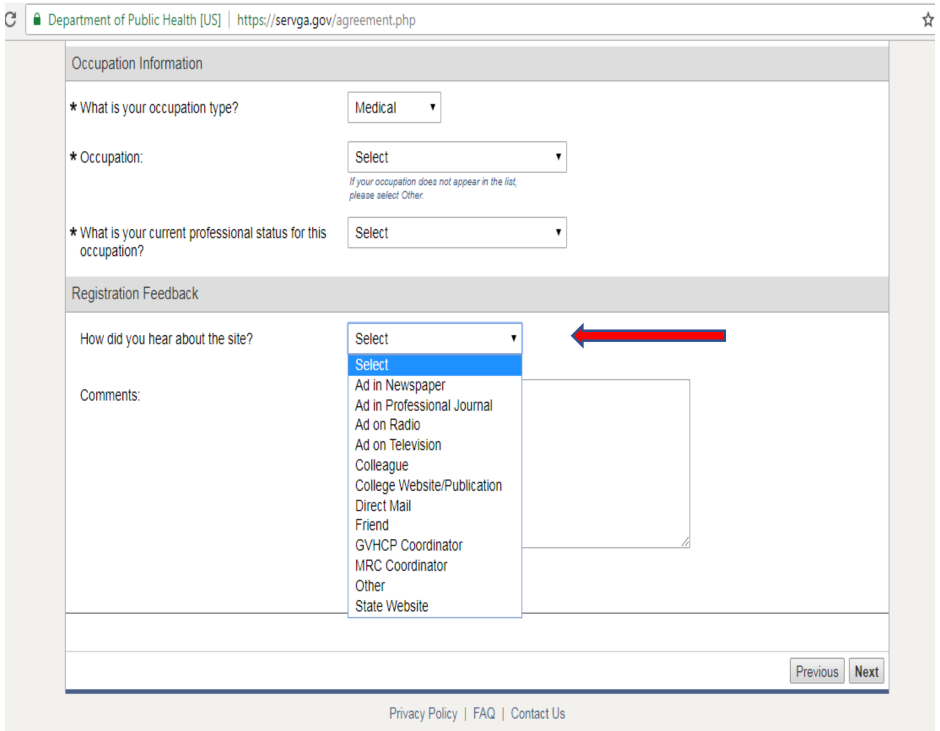


Screenshot of Current Professional Status



Screenshot of Registration Feedback. Indicate how you learned about SERVGA.

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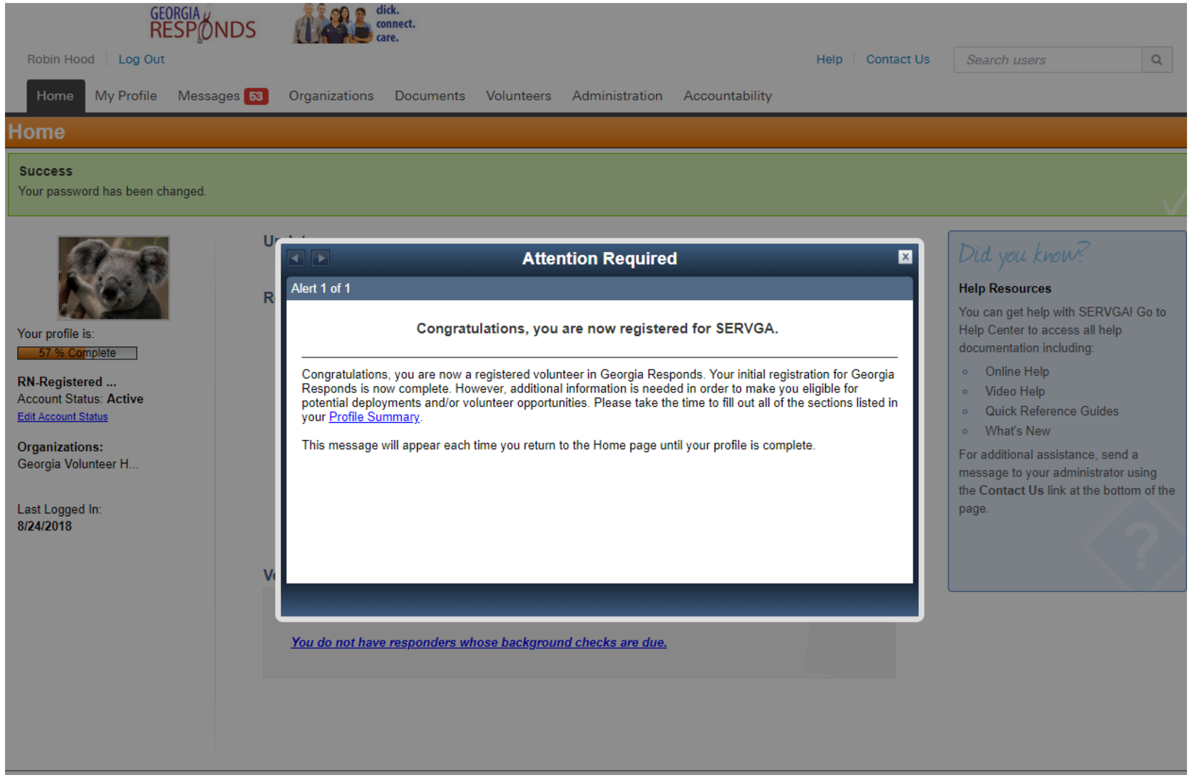
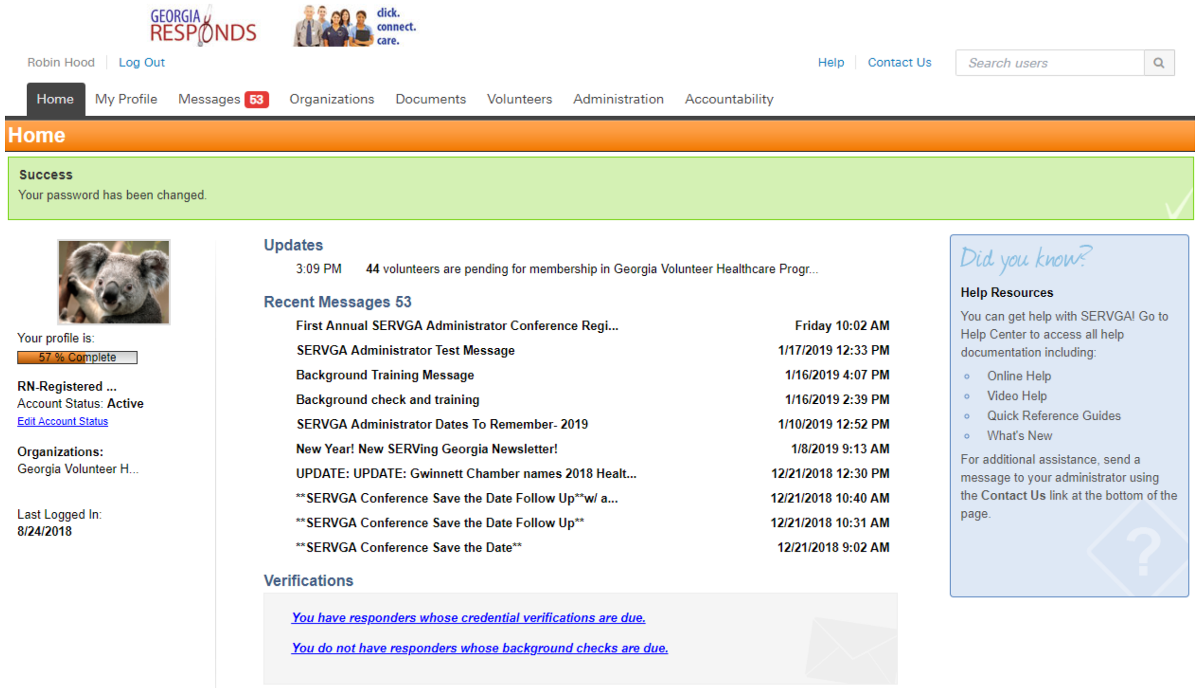
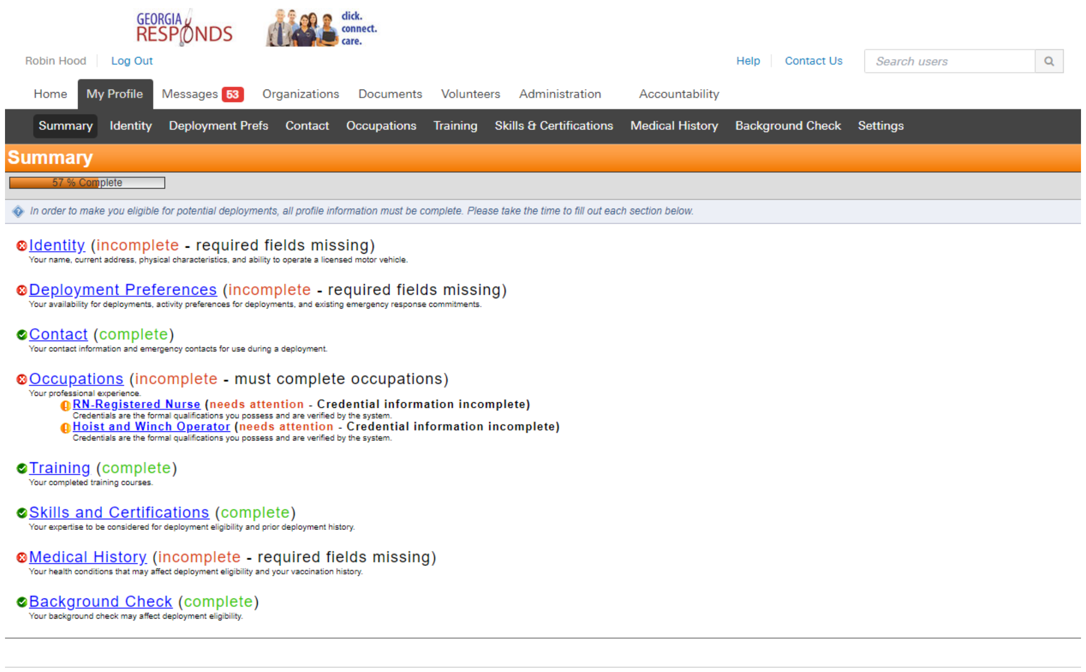




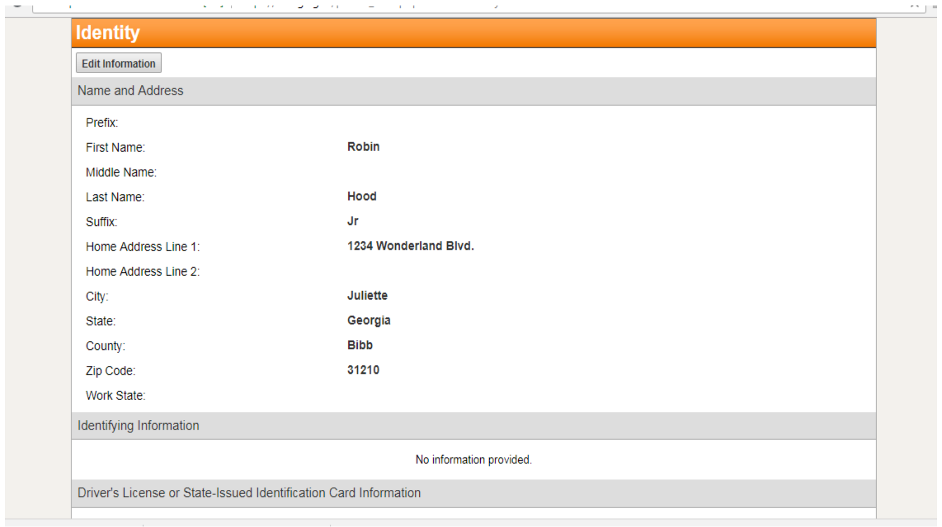
Completing the above steps correctly will result in a successful registration:

57% of your profile is successfully complete.

SERVGA

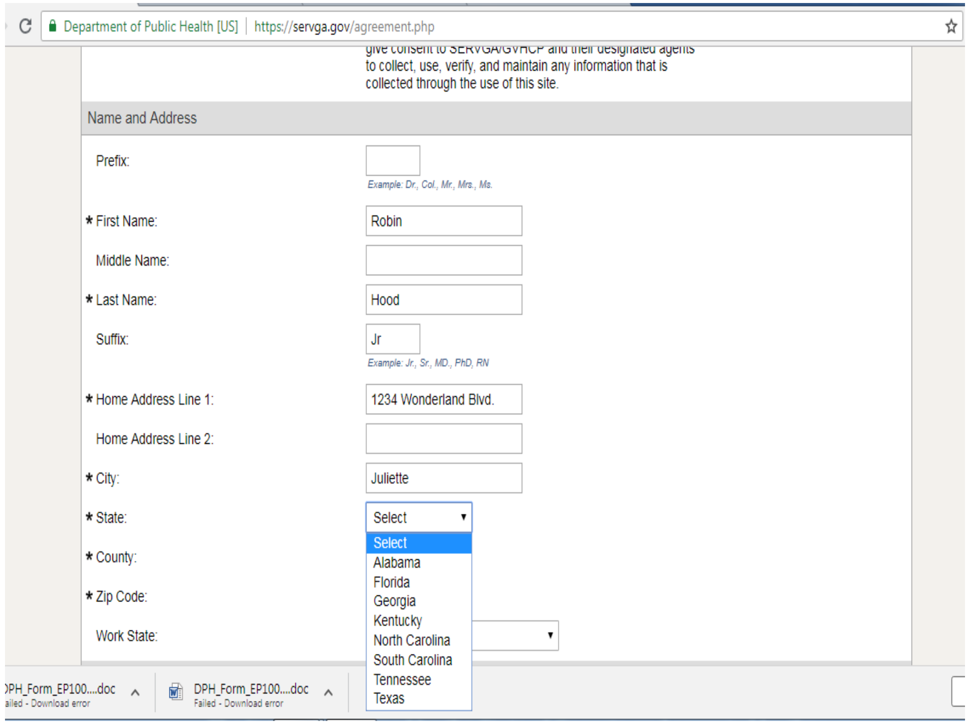


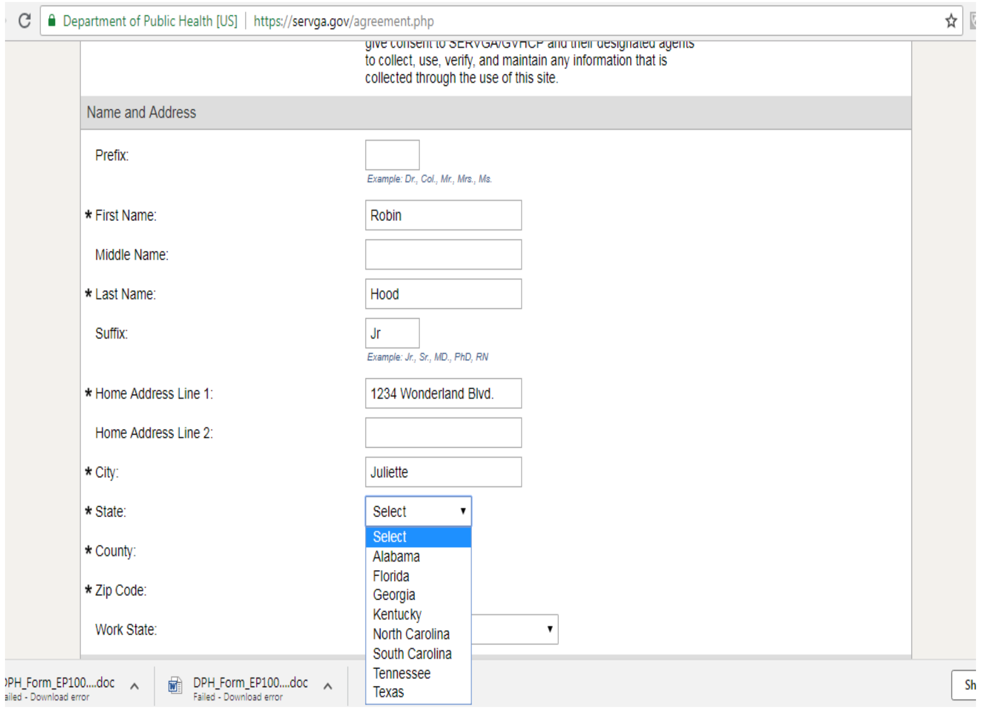
There are different roles available in the system: i.e. System Coordinator (State view), Local Administrators, and Responders. The following screenshots are what the responders have permissions to see and/or change only. Incomplete fields are written in red, to alert users they are not finished.



Screenshot of the Identity Tab

SERVGA





Name and Address Information:

- **please include suffix in the suffix box ONLY- not in the last name box.**
- **using your official first name here, helps with an accurate interface on your license.**

- **Only 1 email address can be assigned to 1 account. Your email address is used as your unique identifier. Hence there can be no sharing of an email account in SERVGA i.e. spouse scenario.**
- **Emails are optional, but highly recommended.**

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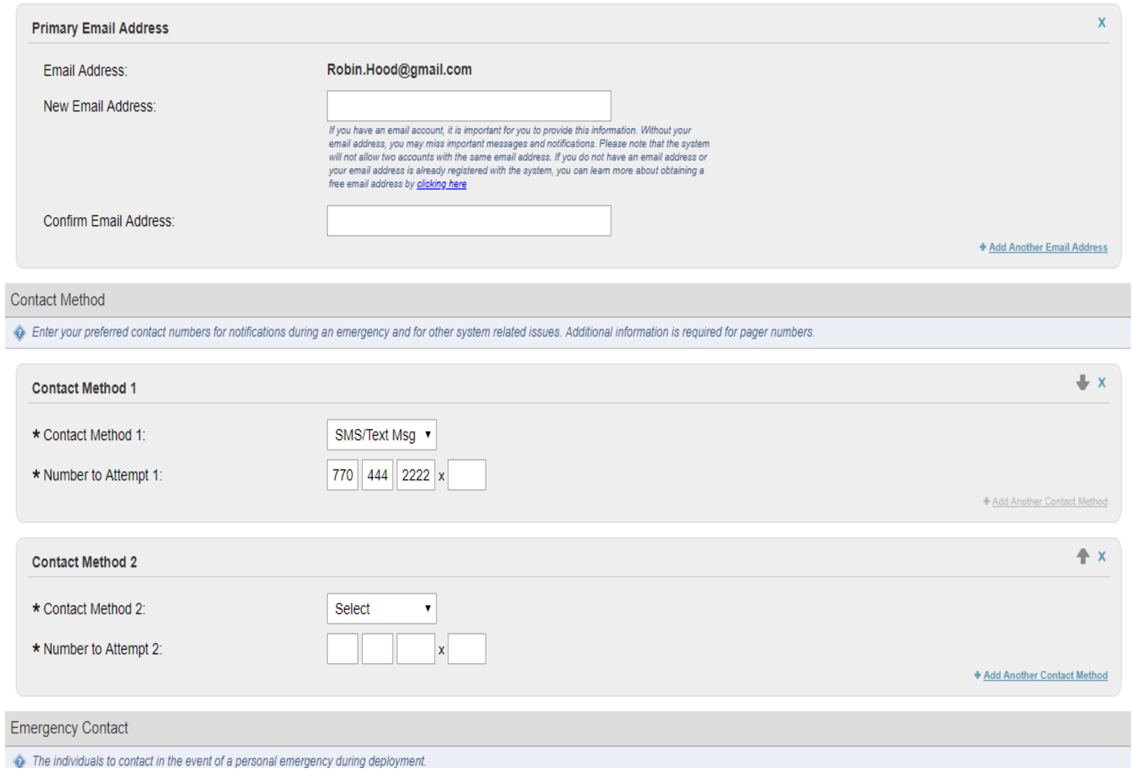

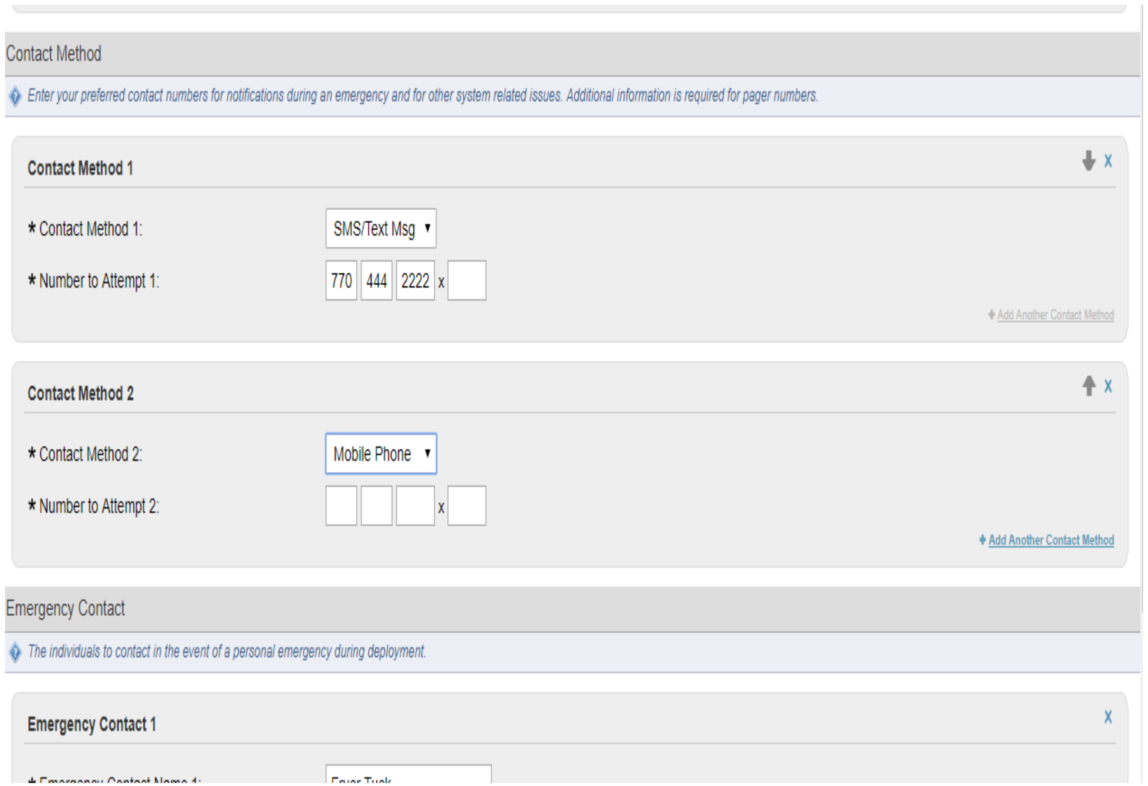

Contact Method

- **You can have up to 4 phone numbers**
- **Note, if you wish to receive text messages, select SMS Text.**

SMS/Text Screenshot: Volunteers must select this option in order to receive mobile text messages.

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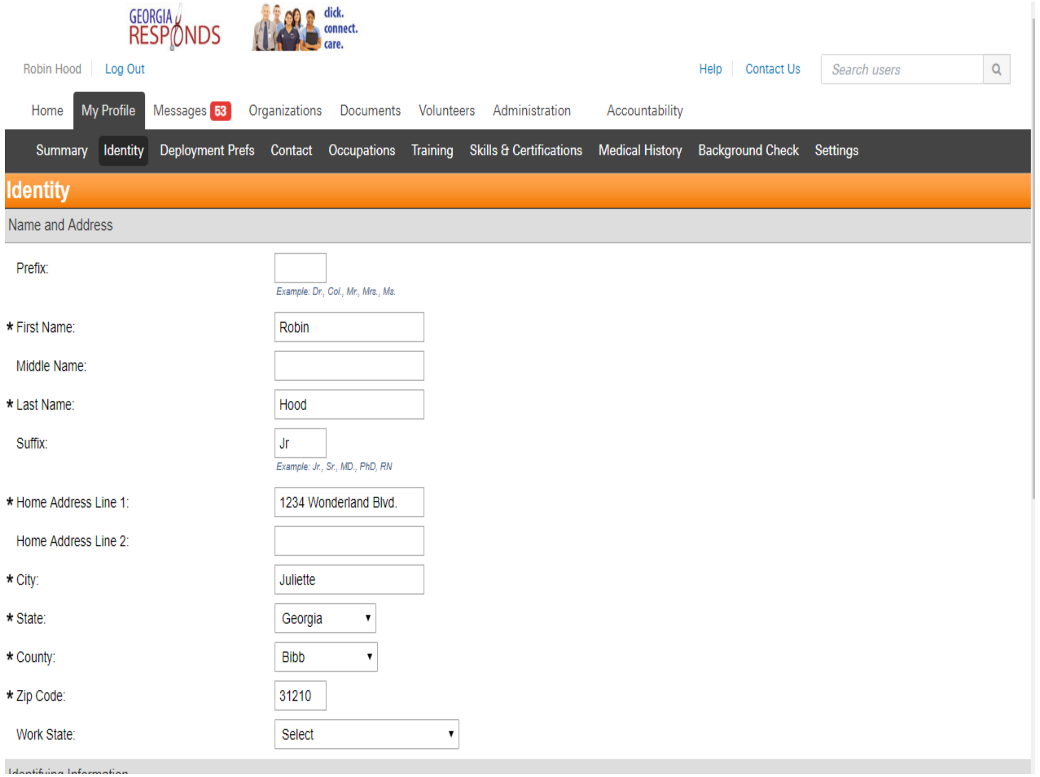
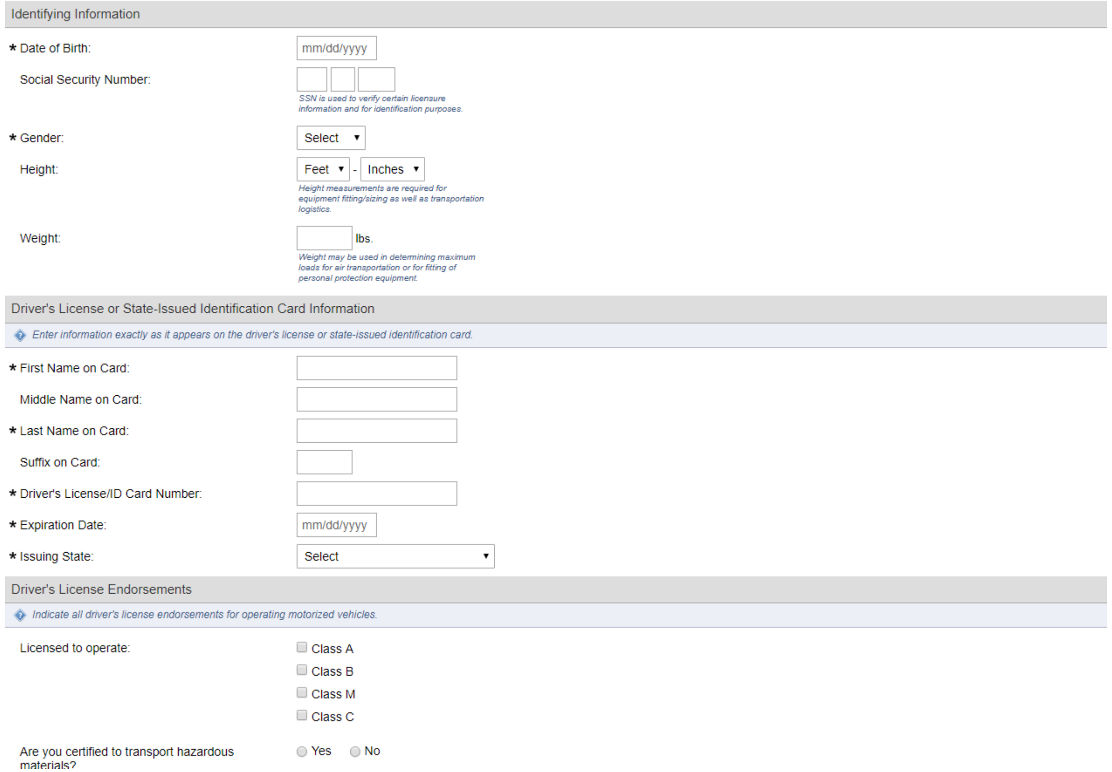


Under the Identity Tab, simply clicking the edit field will allow you to update your profile.



You can also add detailed personal information in this secure system.

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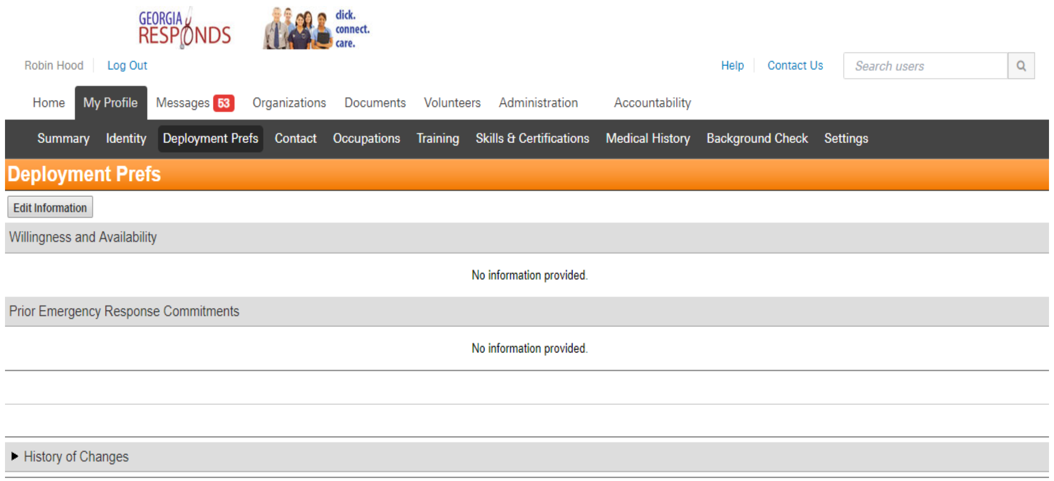

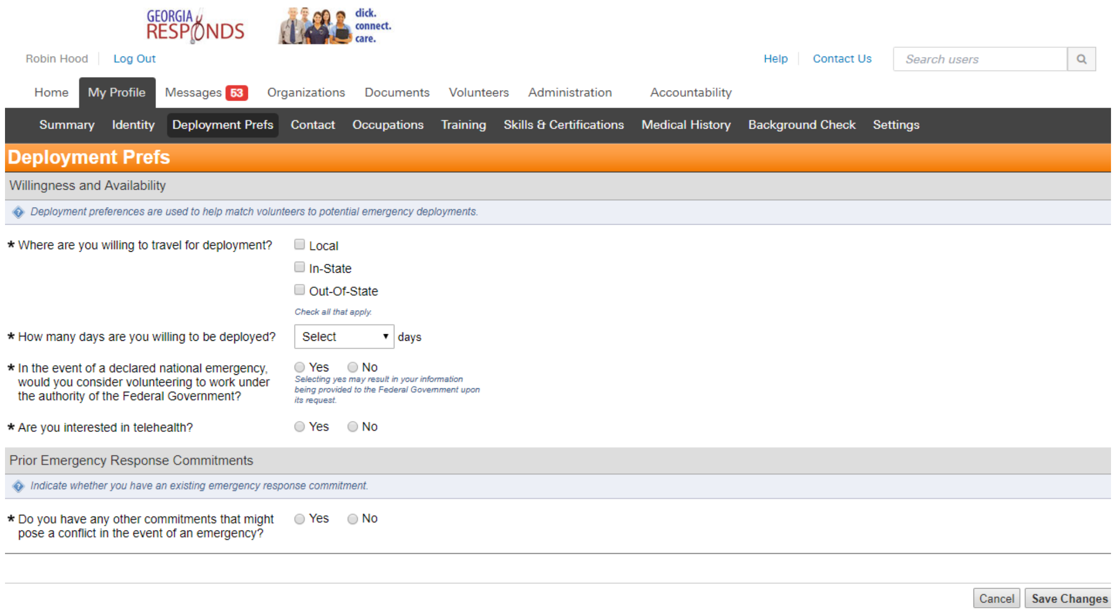

Deployment Preferences will help Administrators identify potential volunteers during times of need.

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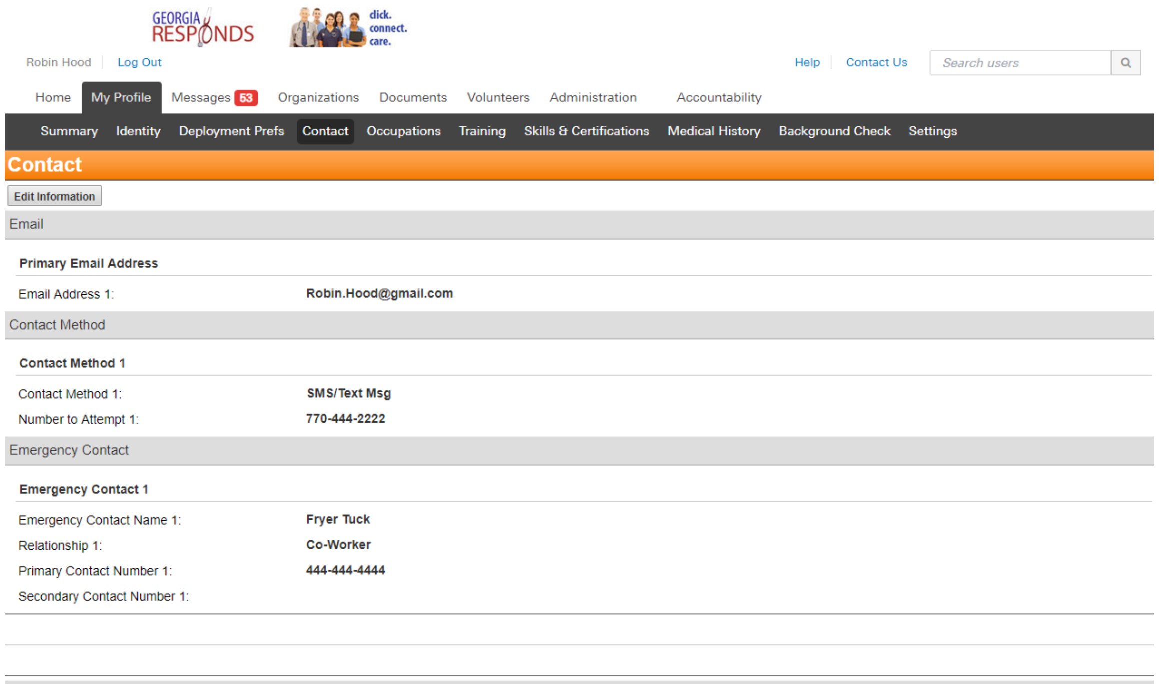

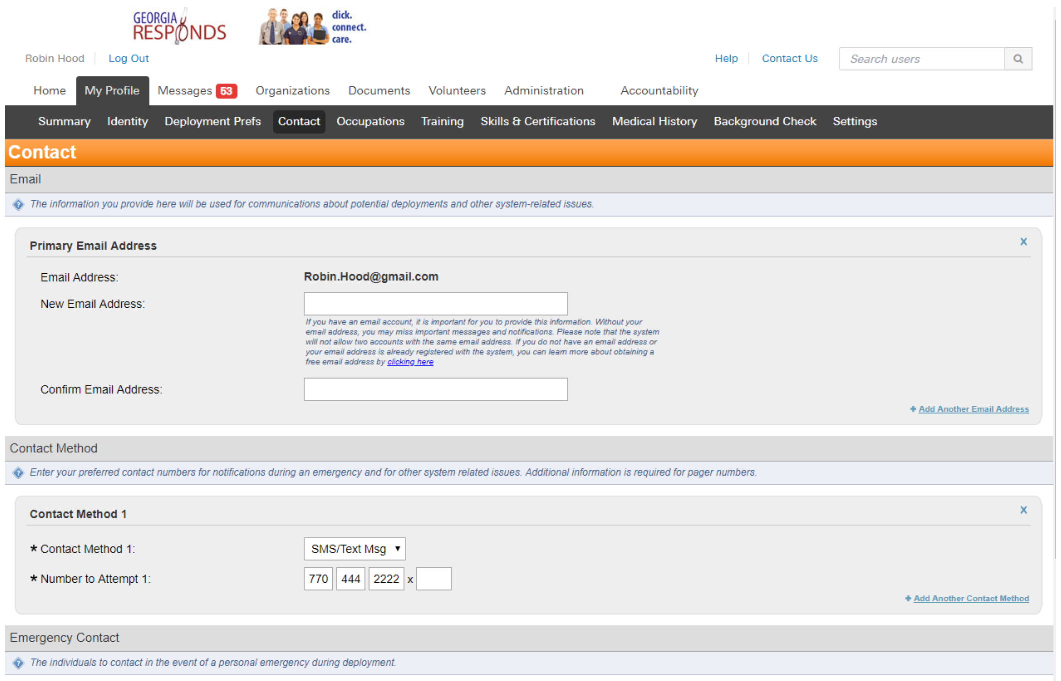

Contact: This allows the responder to receive notifications in a variety and/or preferred way. For example: Texts, Emails, Voicemail, Internal Messaging, and ALL of the ABOVE.

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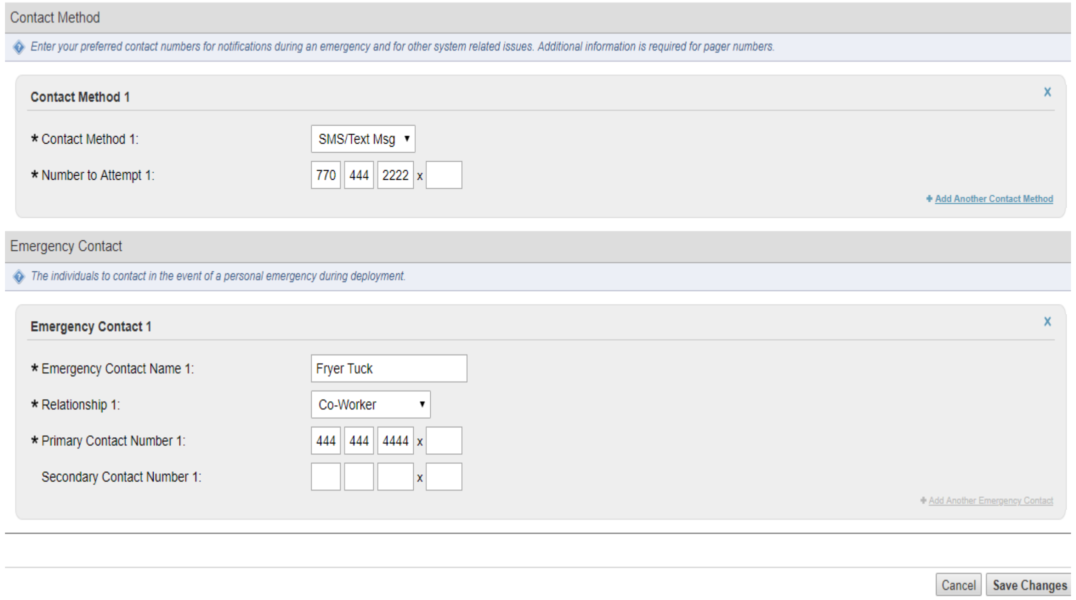
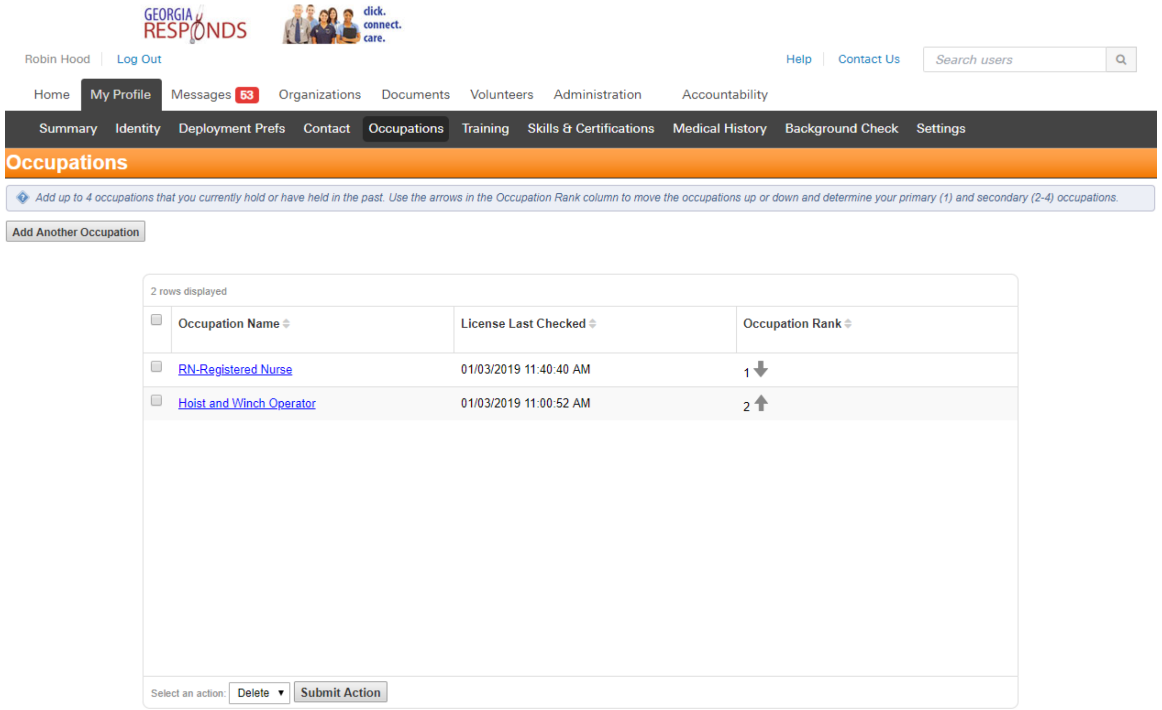


Emergency contact is a mandatory field when updating information to complete your profile.



The next category in your profile is "Occupations". Note you can add up to four occupations

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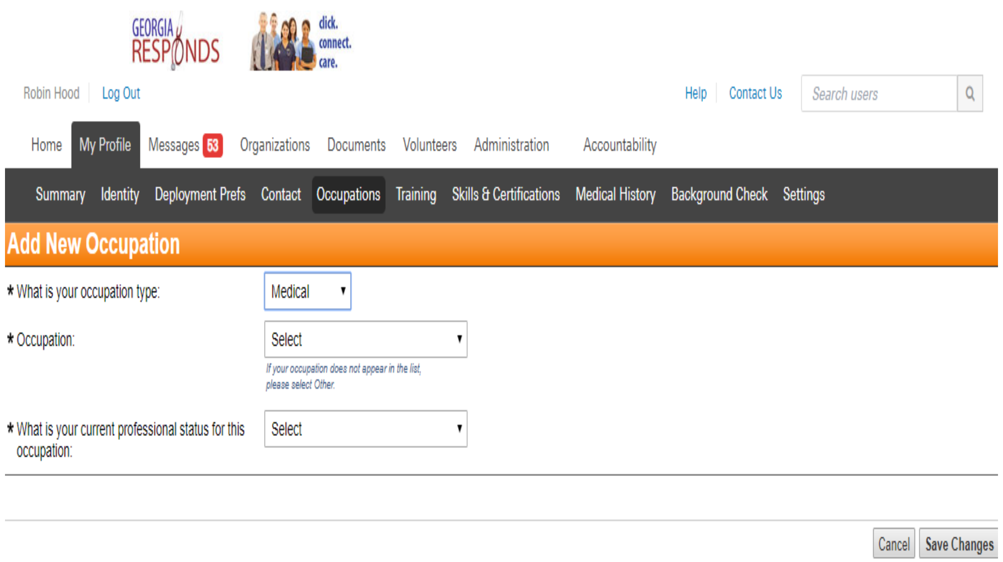
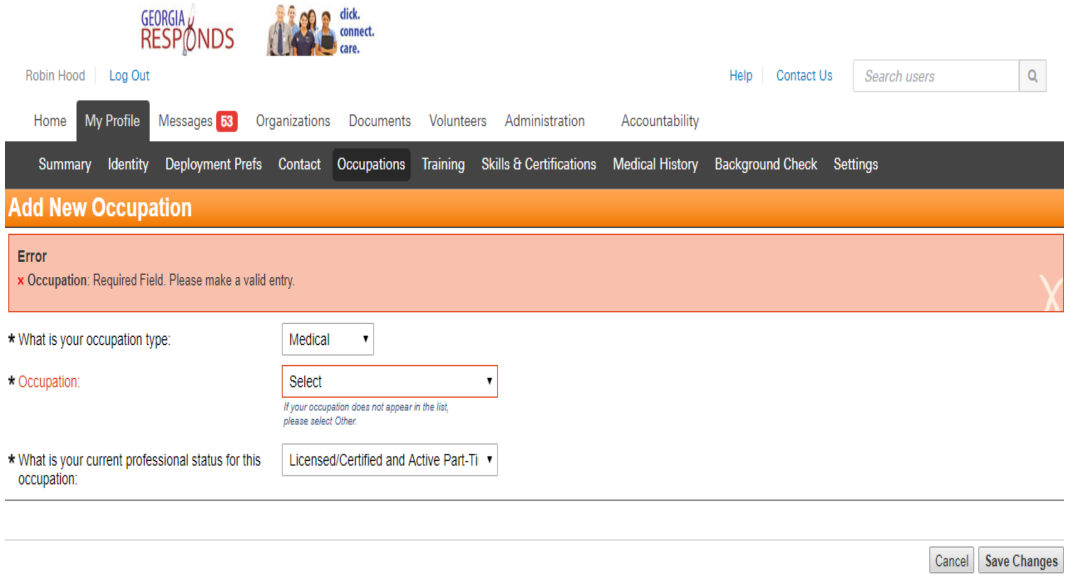


When updating your occupations, be sure to complete all asterisked fields.



You must complete the fields in order to save changes. If you do not, you will receive an error message of this type.

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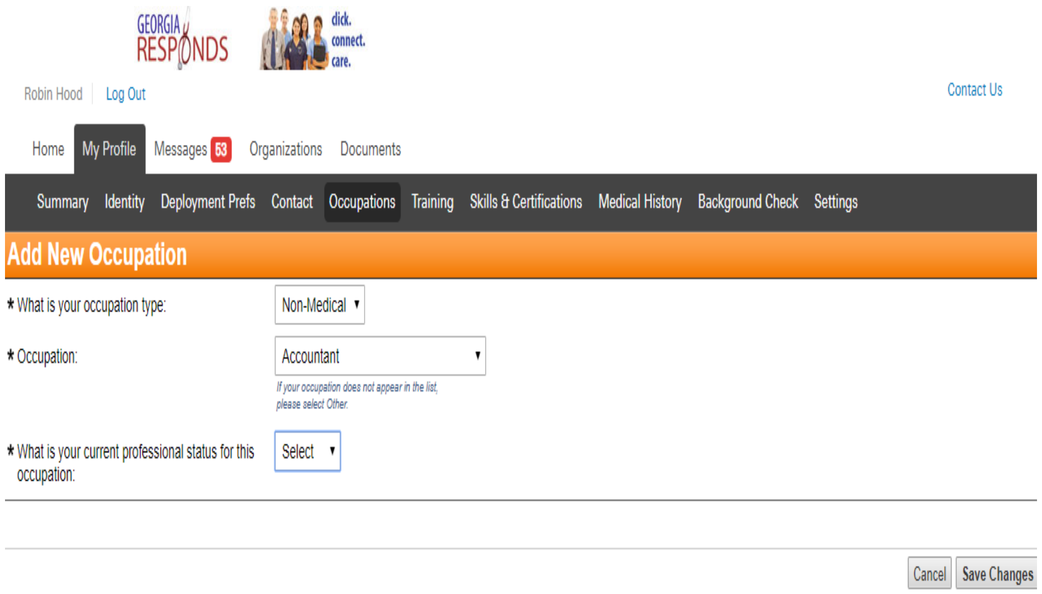
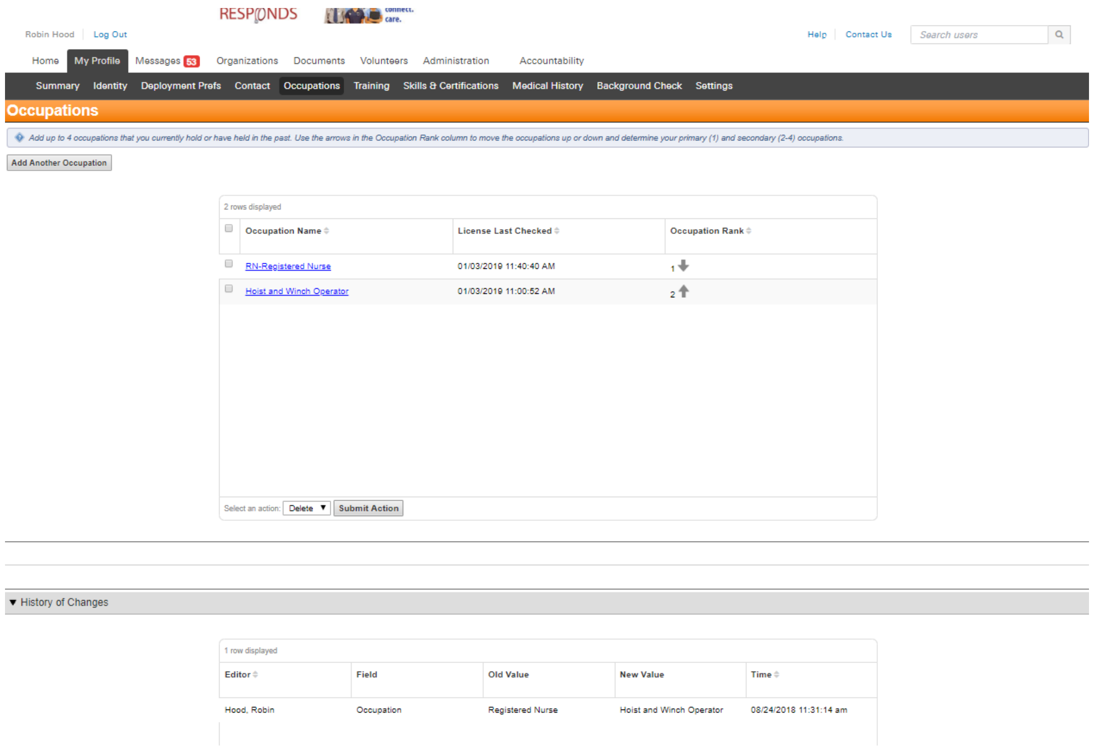


Non-medical Occupation selection- provides this sequence of questions.



Note: edits and changes can be tracked in the history.

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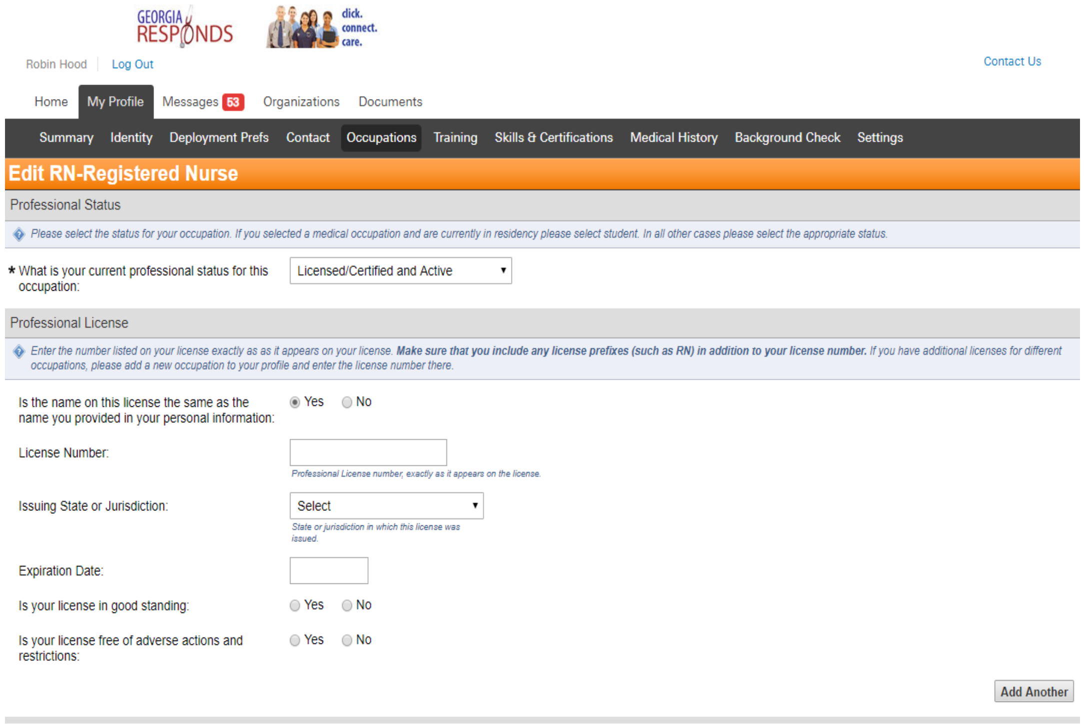

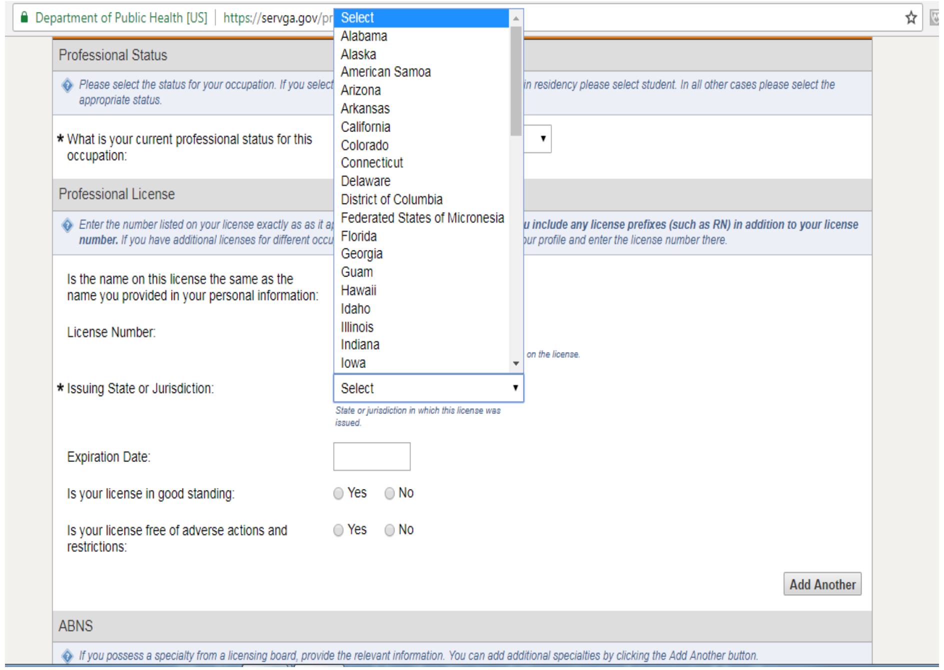

Medical Occupation Edit View **Professional License information must accurate for a successful verification.**

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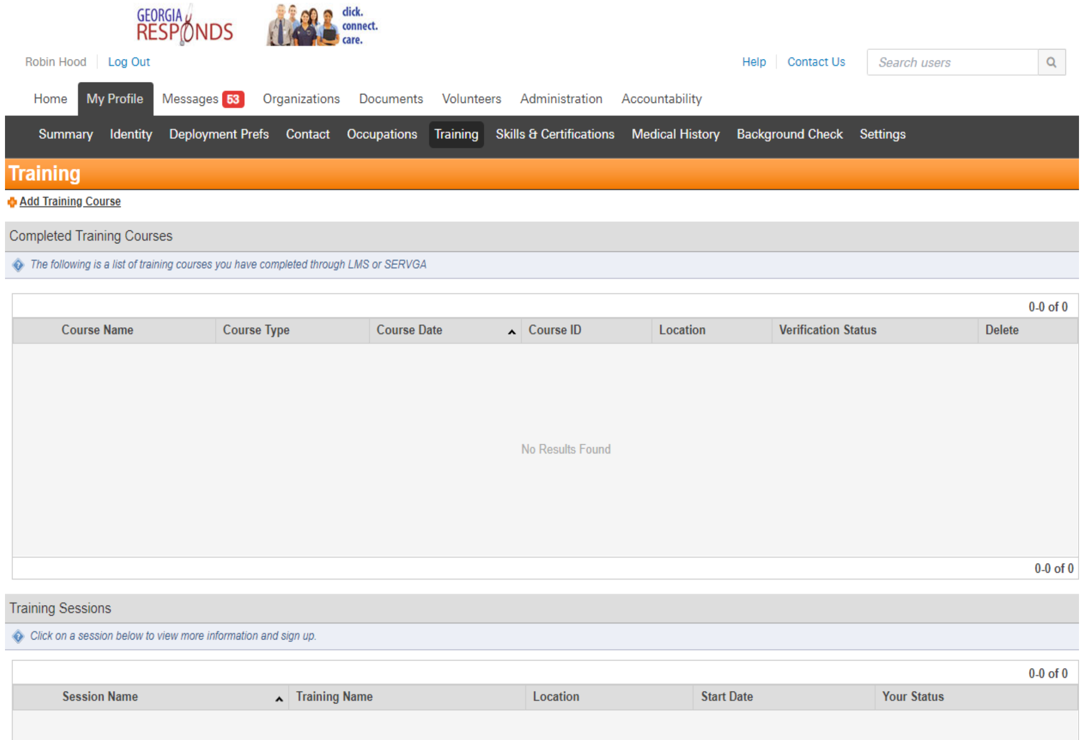
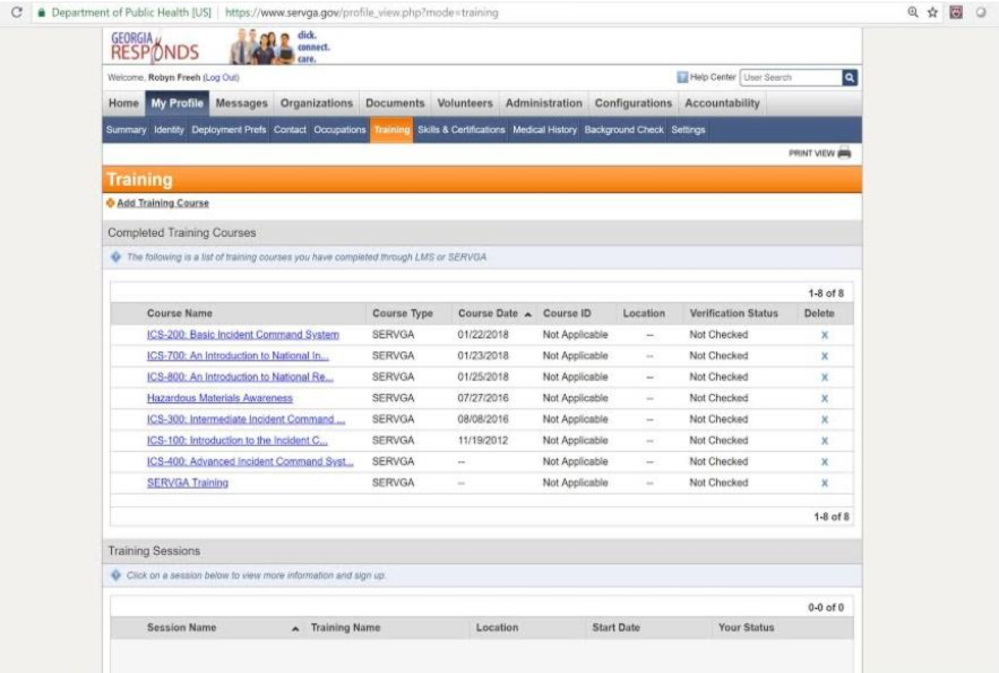


The next category is “Training” where completed trainings and copies of certificates can be entered in the system.



There is a prepopulated list of the most common emergency preparedness trainings.

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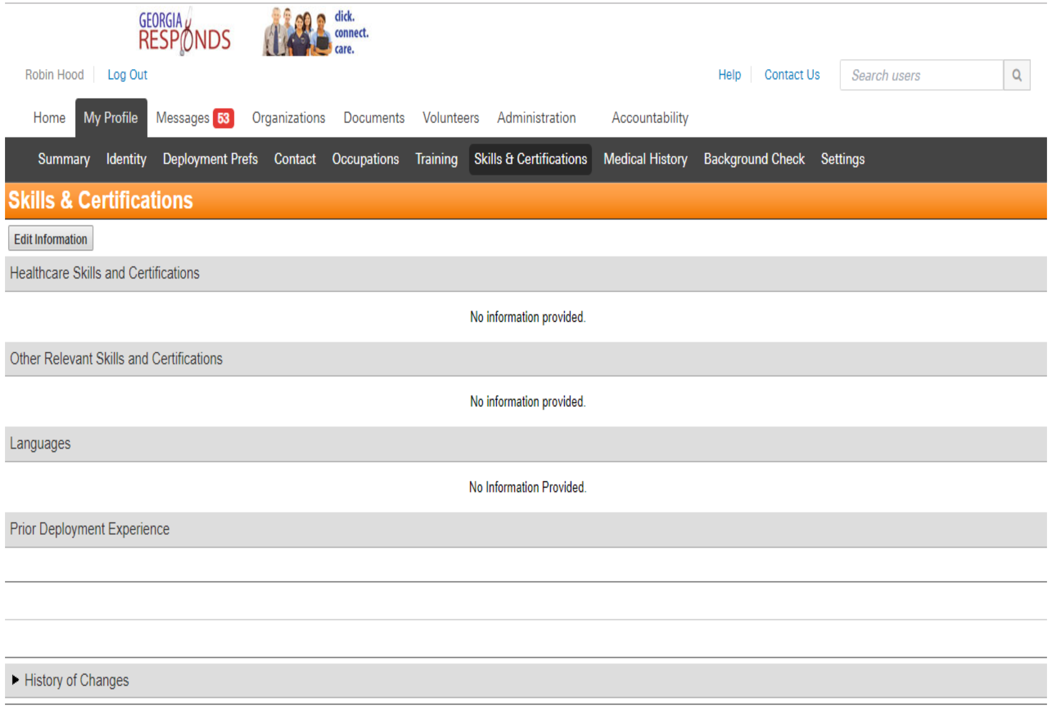

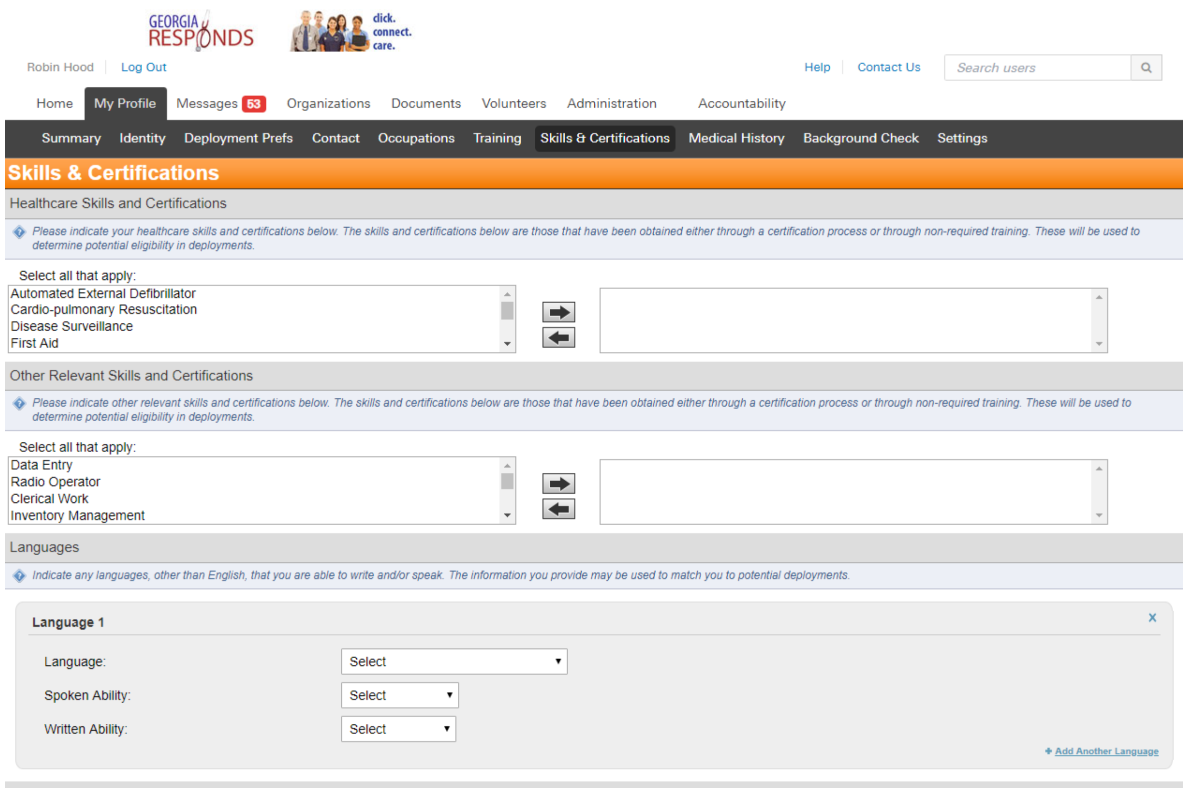

Skills and certifications can also be entered into the system.

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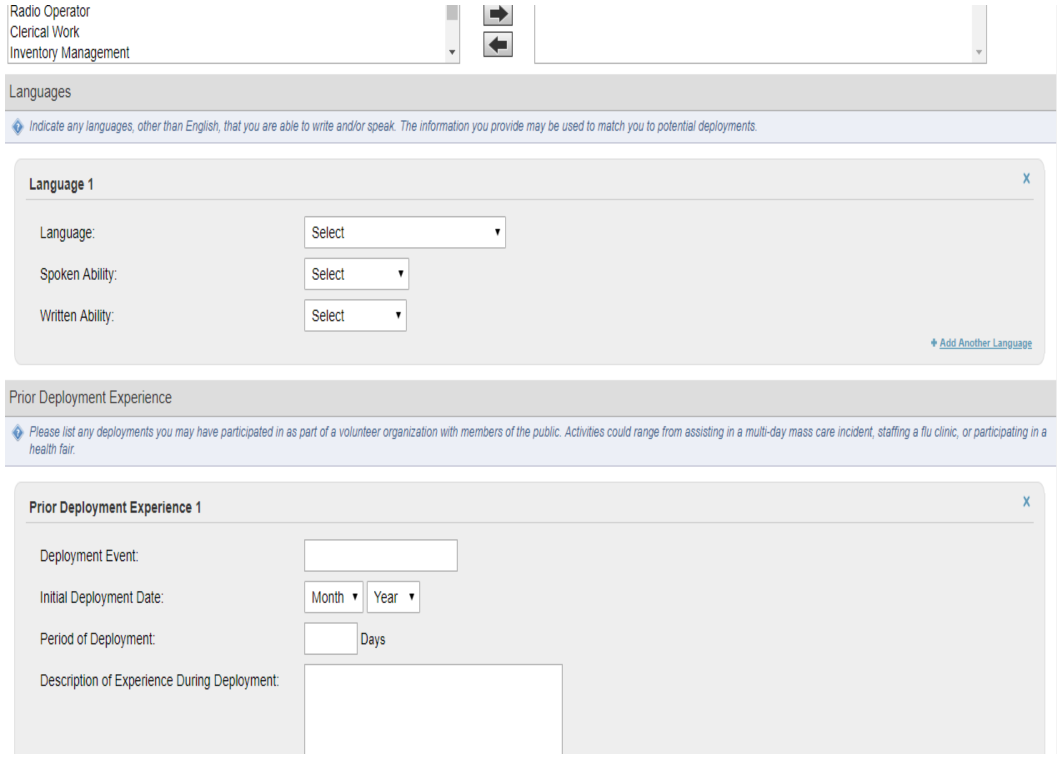
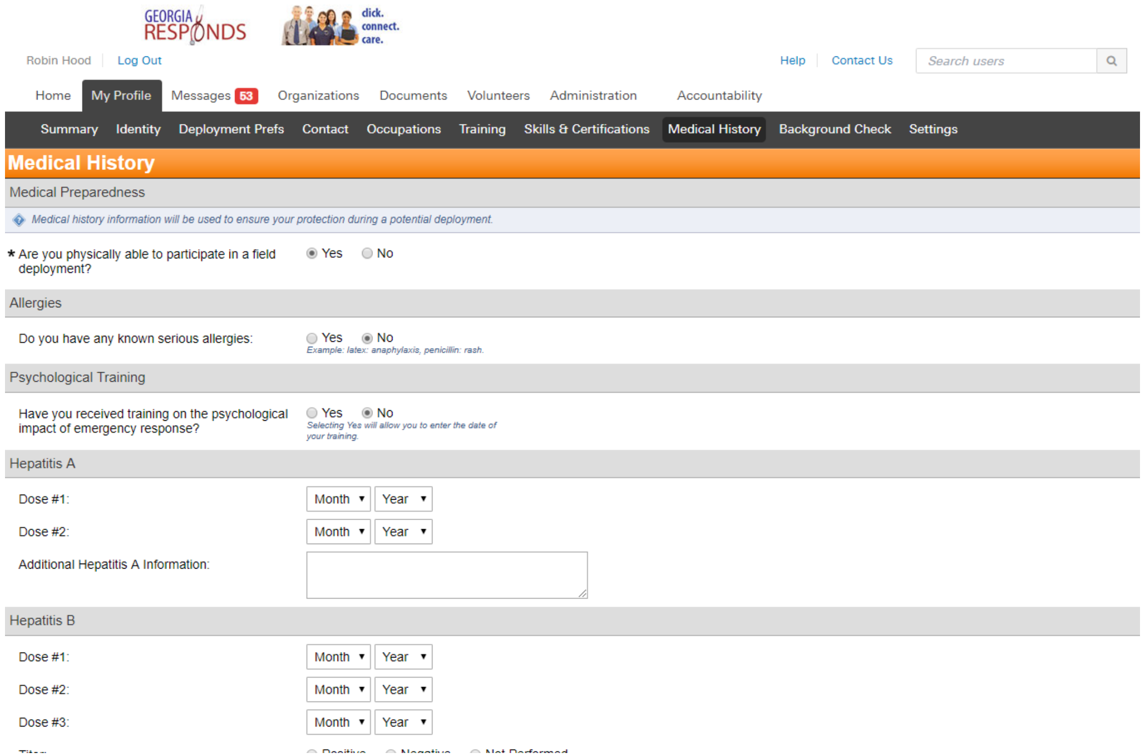


Languages spoken can be indicated in the Profile section.



Medical History and immunization records may be important information needed when identifying volunteers for deployment.

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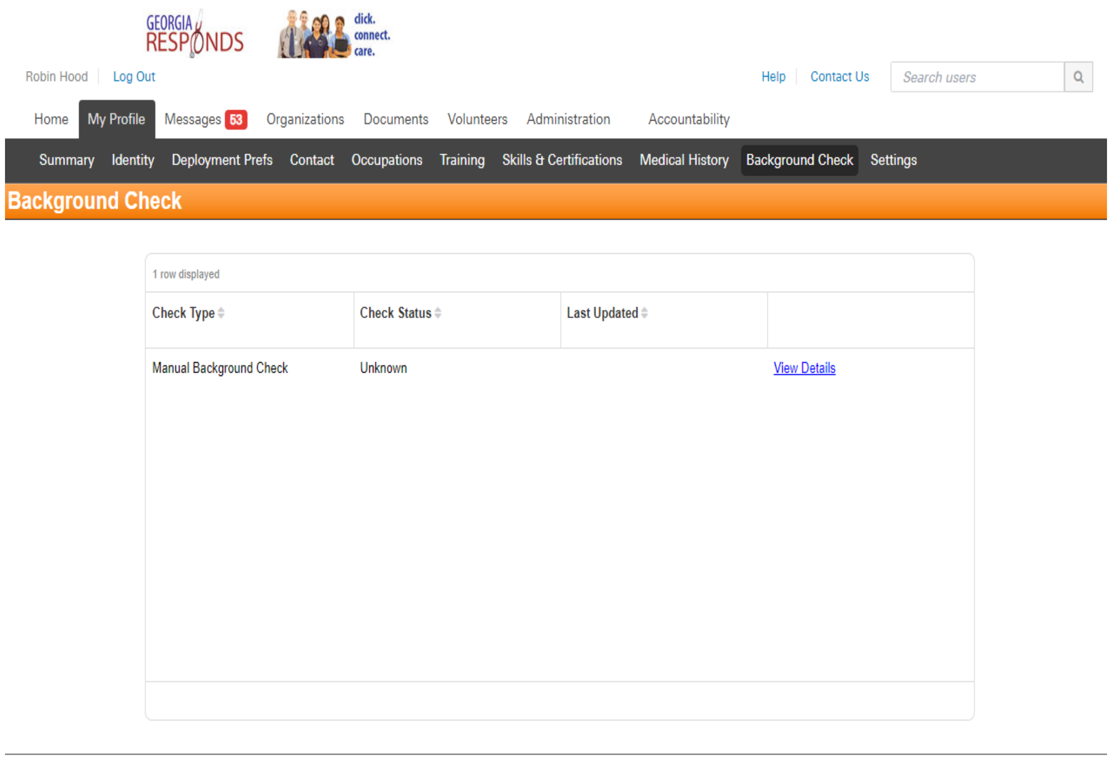
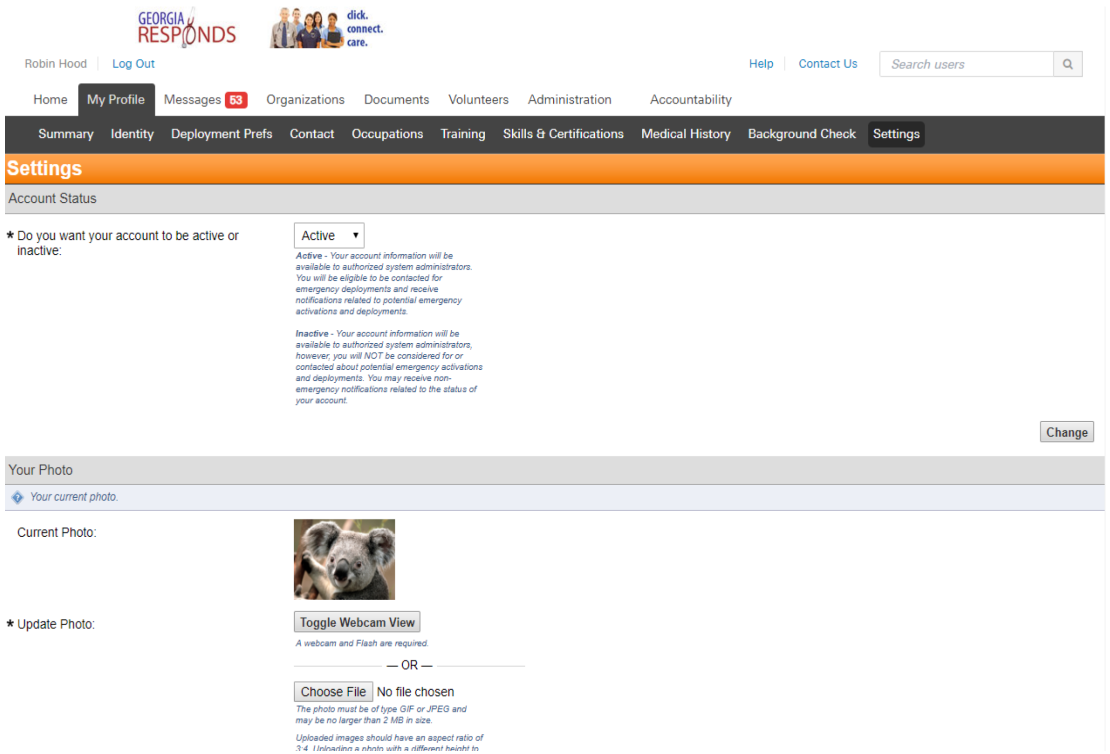


While the system does not provide background checks, Administrators can manually enter this information based on their organizational standards.



Settings: An individual can change their status based on their availability preferences.

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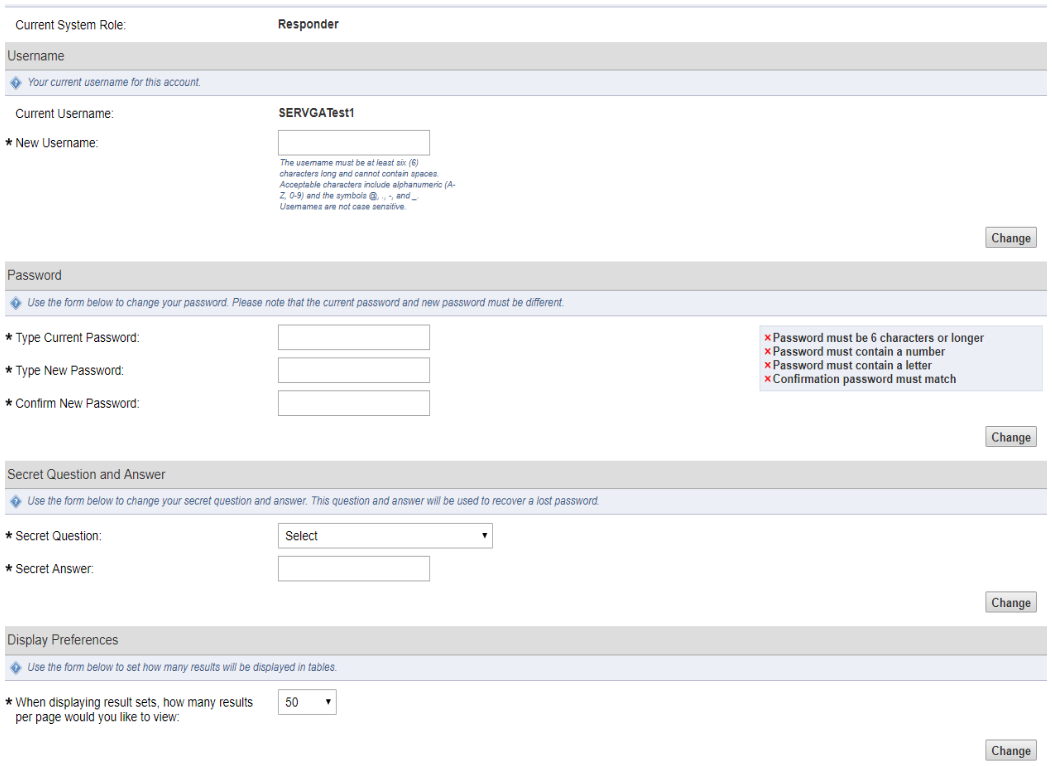
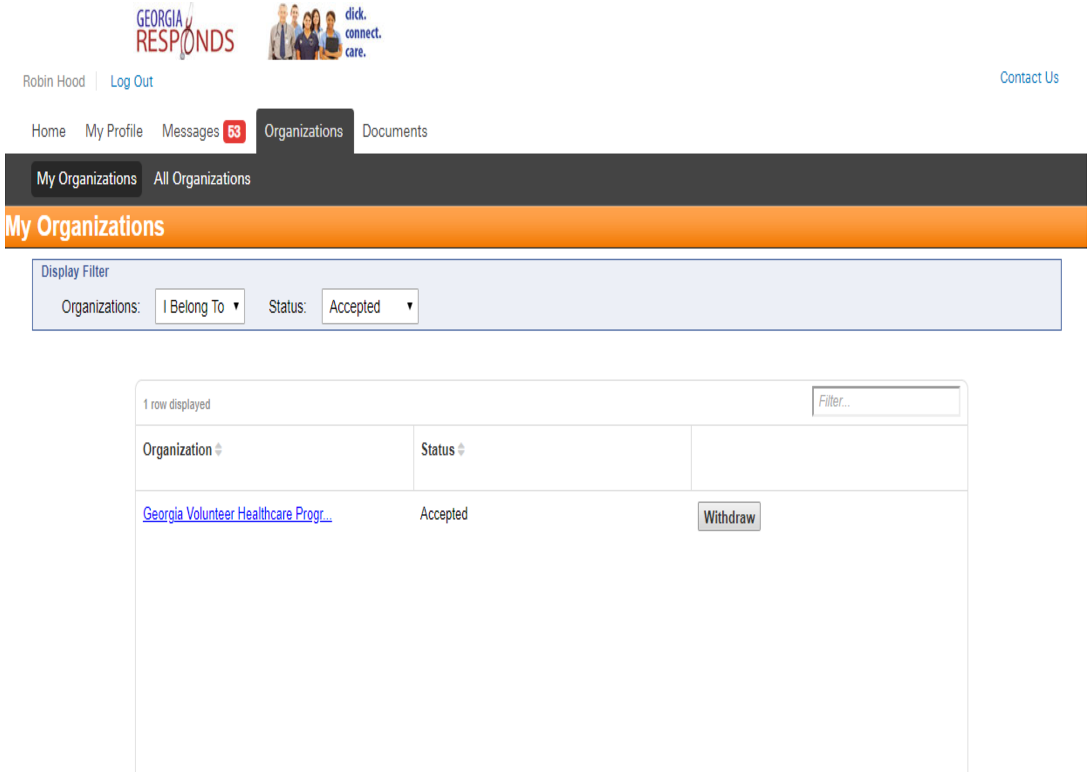


Under the Settings tab in My Profile, individuals can change their username, password and account status.



A responder can only see their organization.

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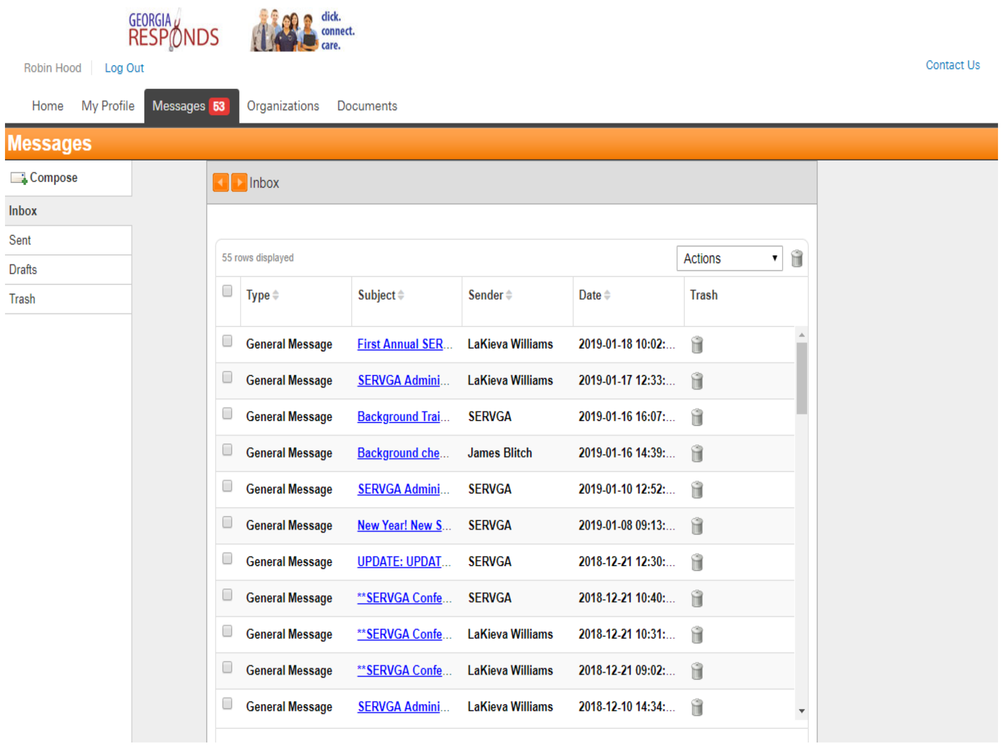

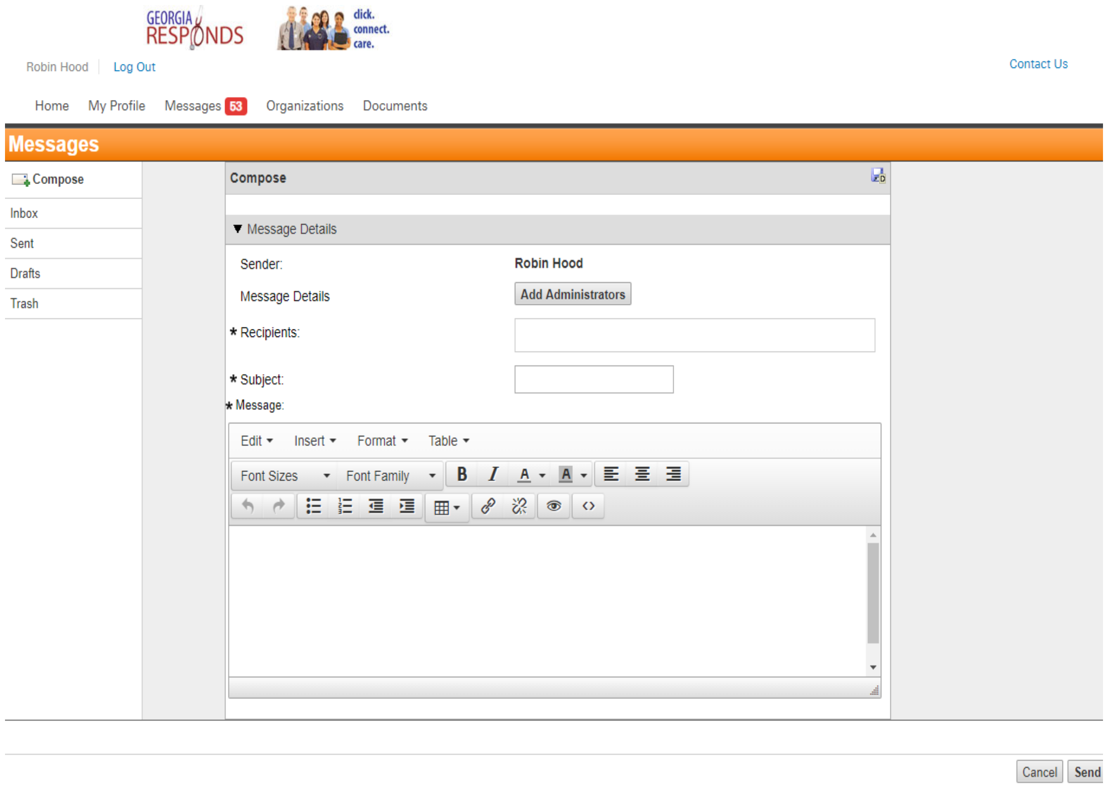

Under Messages, a responder can compose an email and send it to their Administrator. Note that normal email functions apply here i.e. sent, save drafts, etc.

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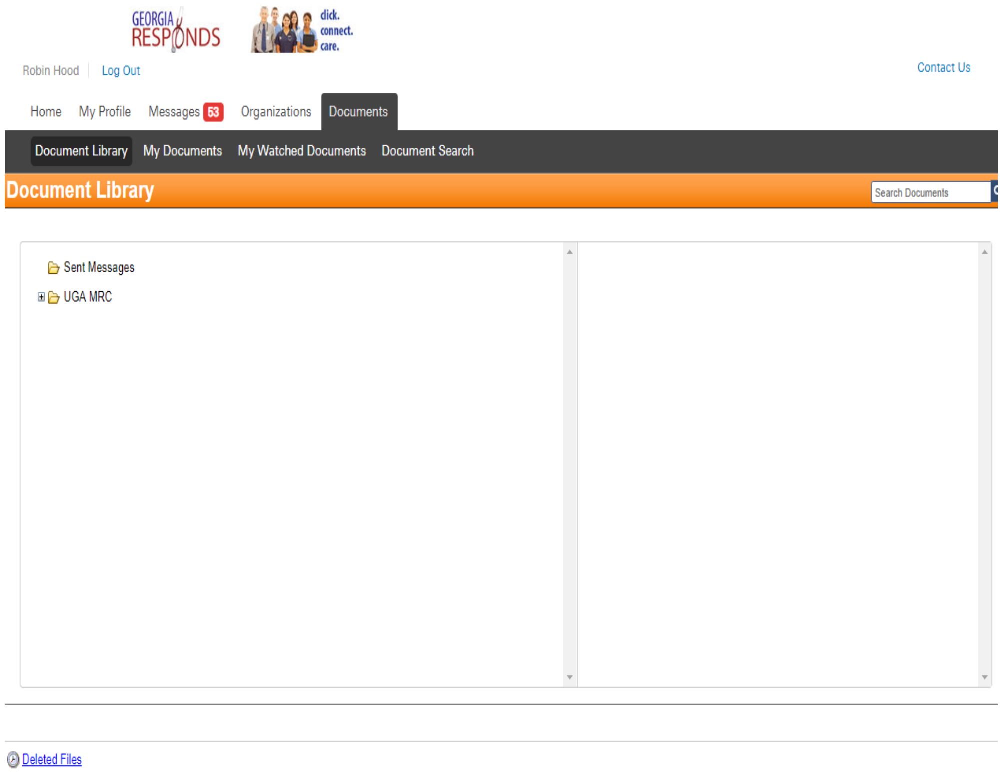
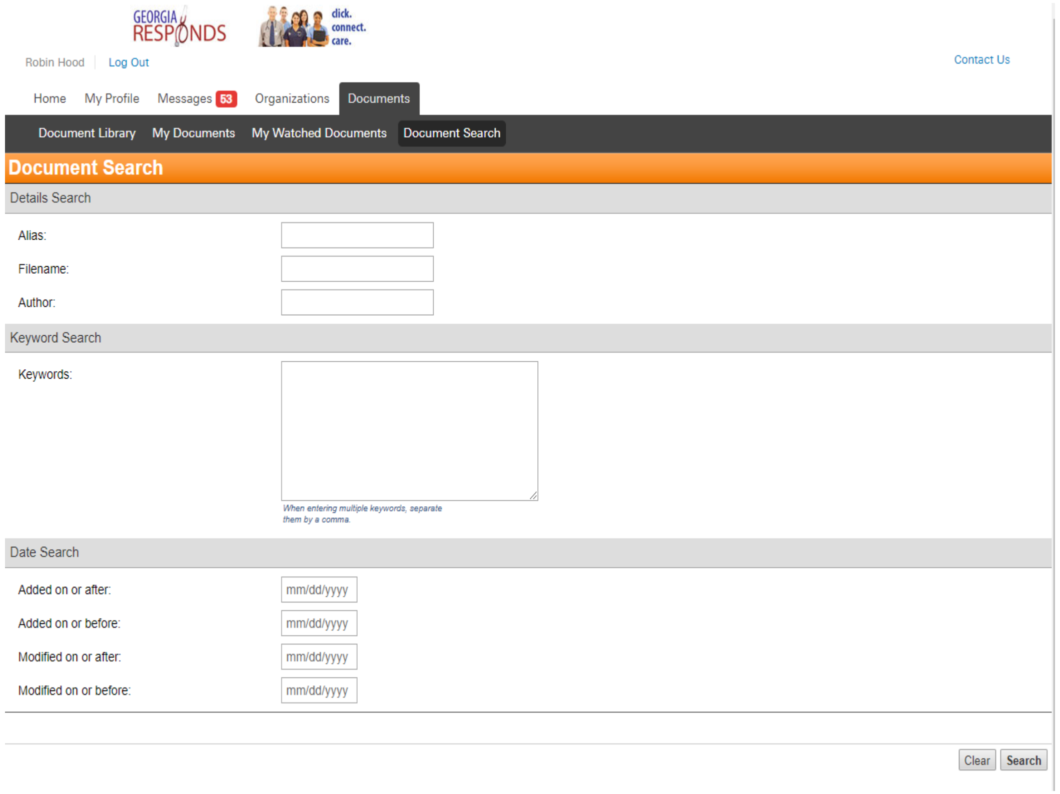


Documents used by the unit can be accessed here



You can search documents based on your level of permissions assigned by Administrators.

Accountability Module

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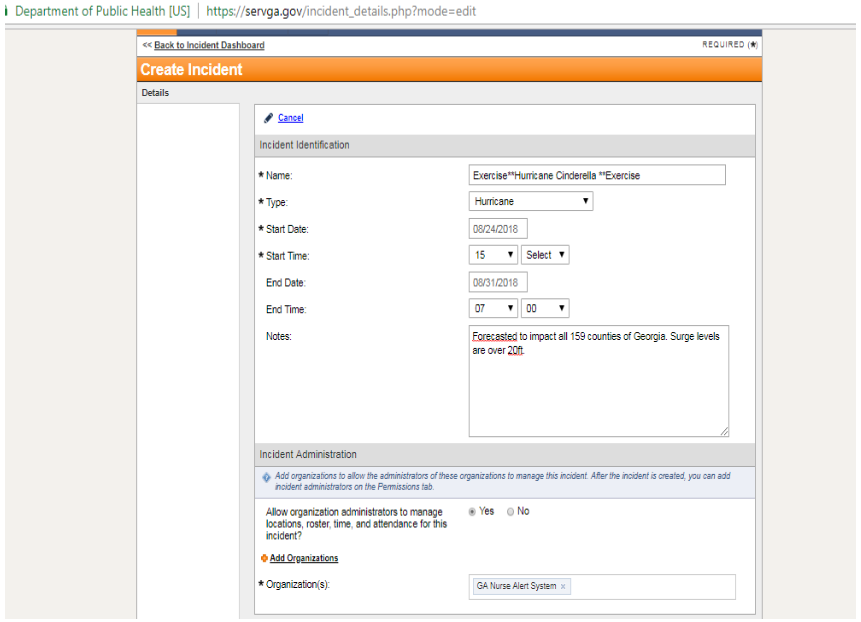
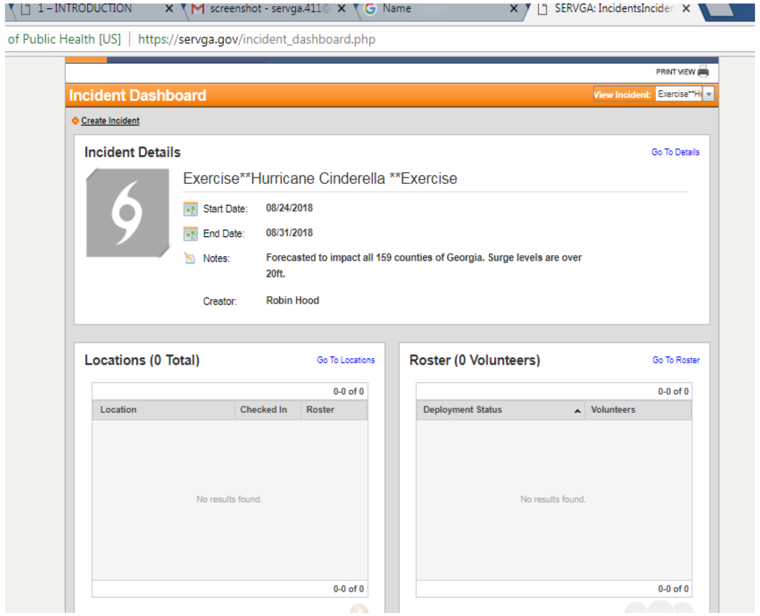
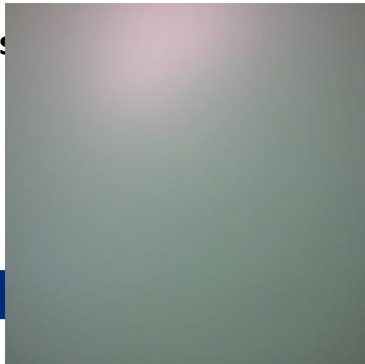




Select “Create Incident”. Start and end times can be modified. Administrator permissions.

Incident Dashboard – come back to this screen for mos



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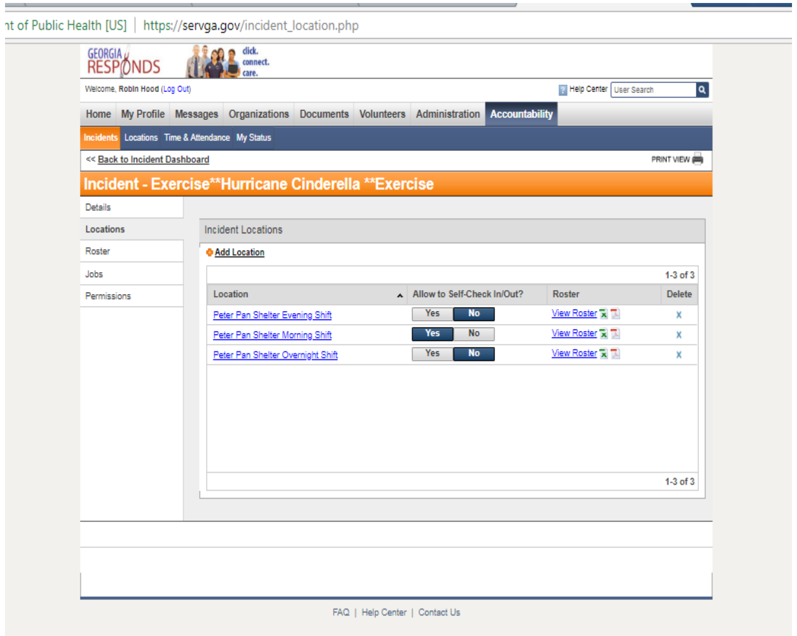
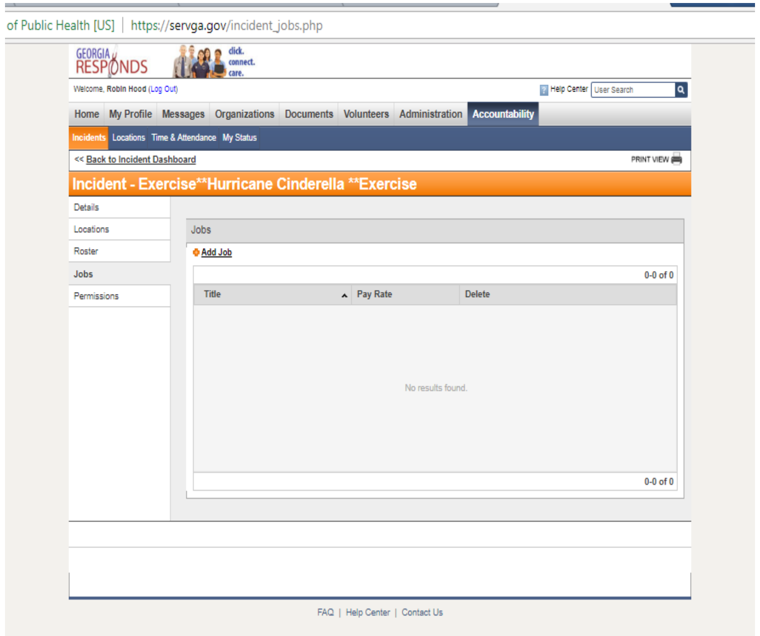


Administrators determine if volunteers can self check-in/out.



Create jobs using navigation bar on left side.

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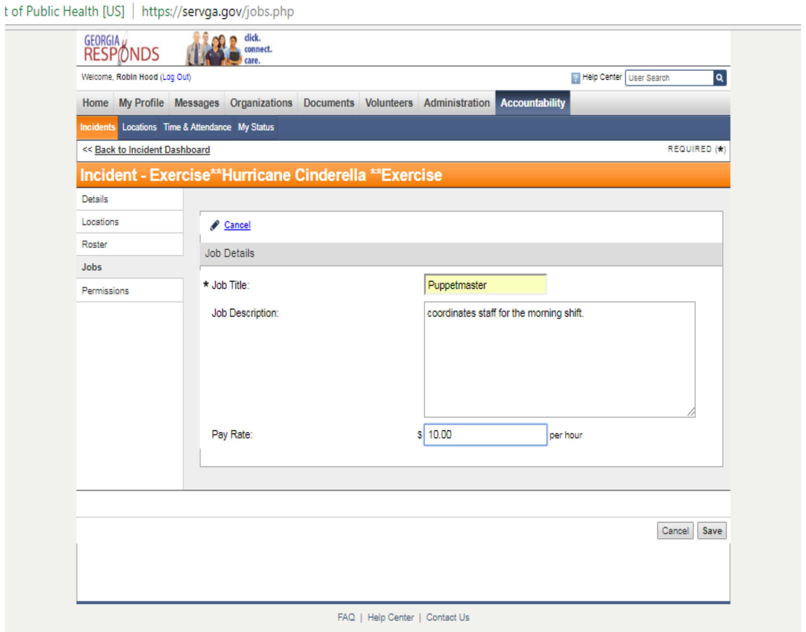
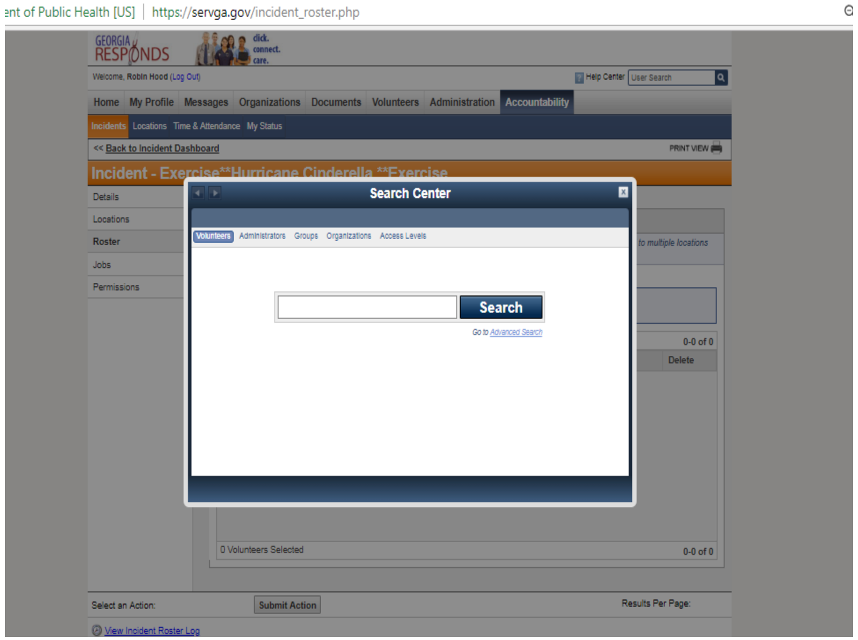


Create types of jobs. This can be done prior to emergency.



Create roster for jobs. Allows you to add volunteers b
groups, administrators, organizations and/or access

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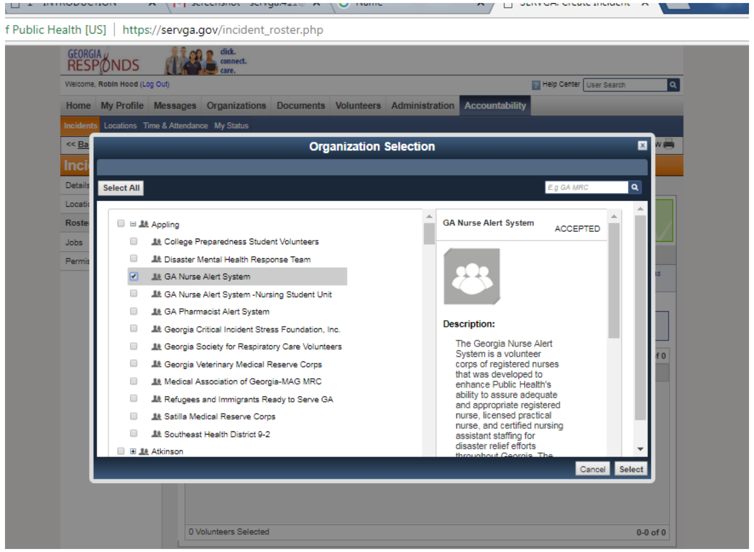
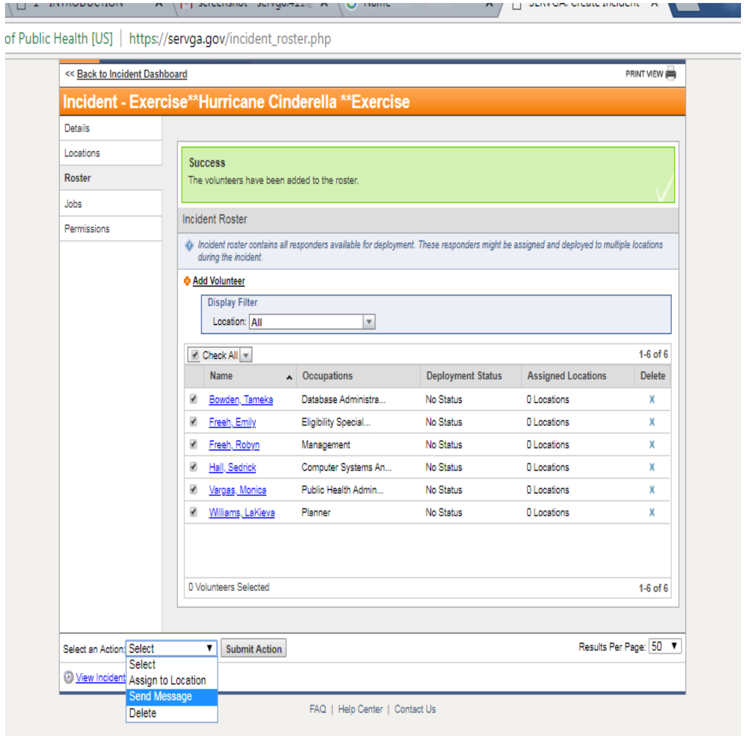
Creating pool of volunteers

- Identify need
- Create message that allows for volunteers to indicate availability
- Create groups based on volunteer responses

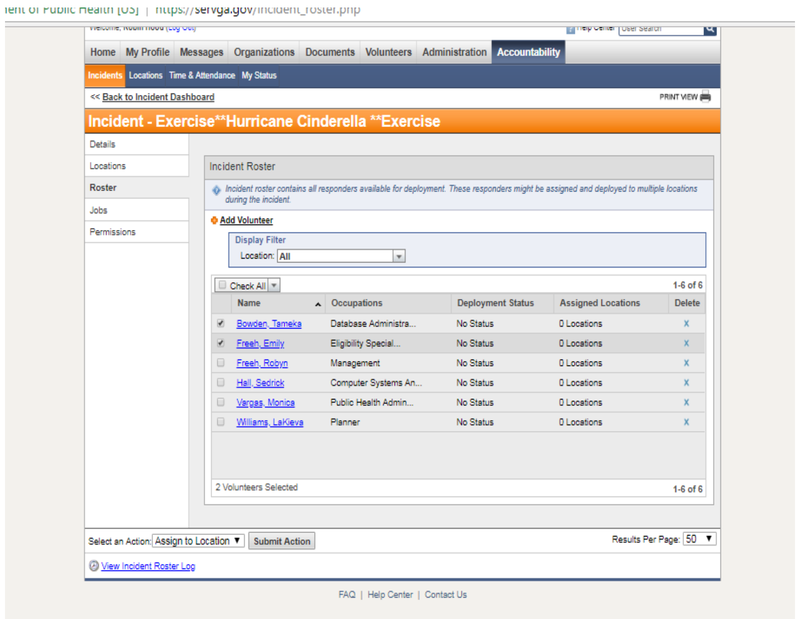


You should only be able to select organization for which you have rights/permissions as Administrator.

SERVGA



Once volunteers are identified, you can message and/or assign locations.



Select and assign your volunteers to a location/shift. I
add to roster but don't assign to location, you can't as

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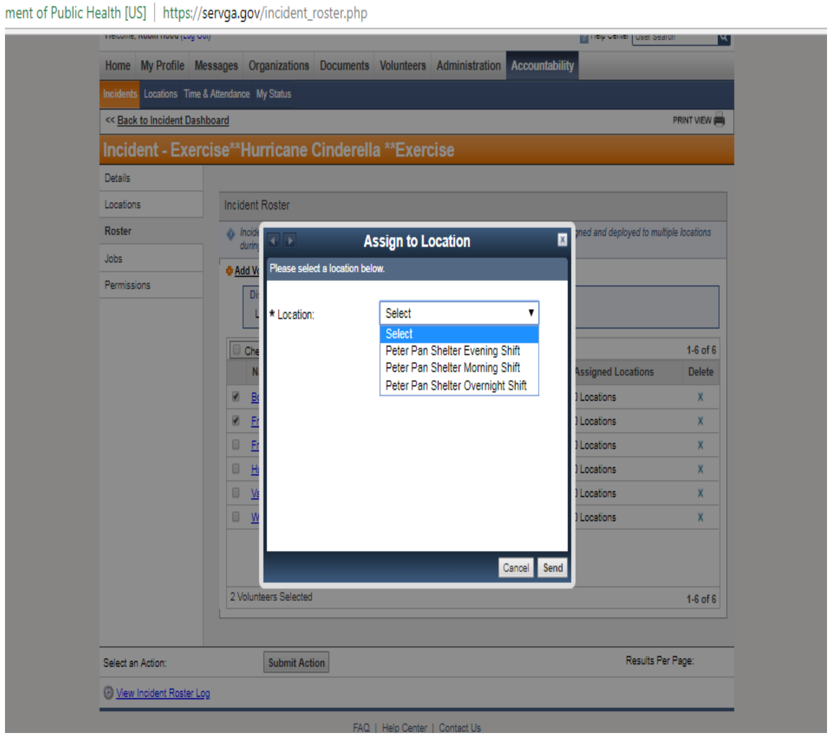

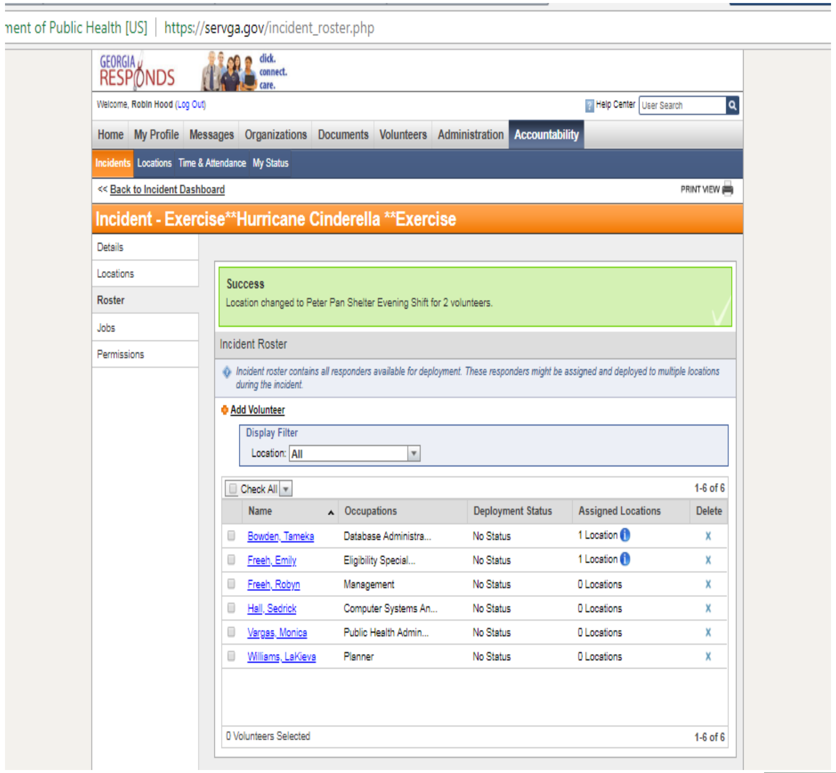

Select "submit action" to generate your location/shift options.

Blue dot indicates the volunteers assigned to locatio

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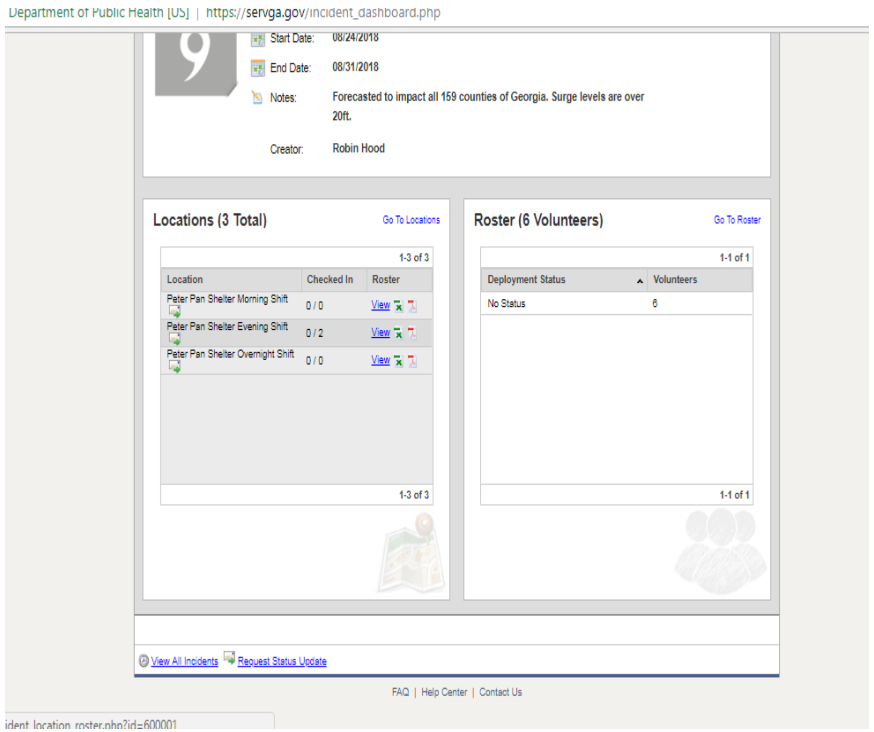
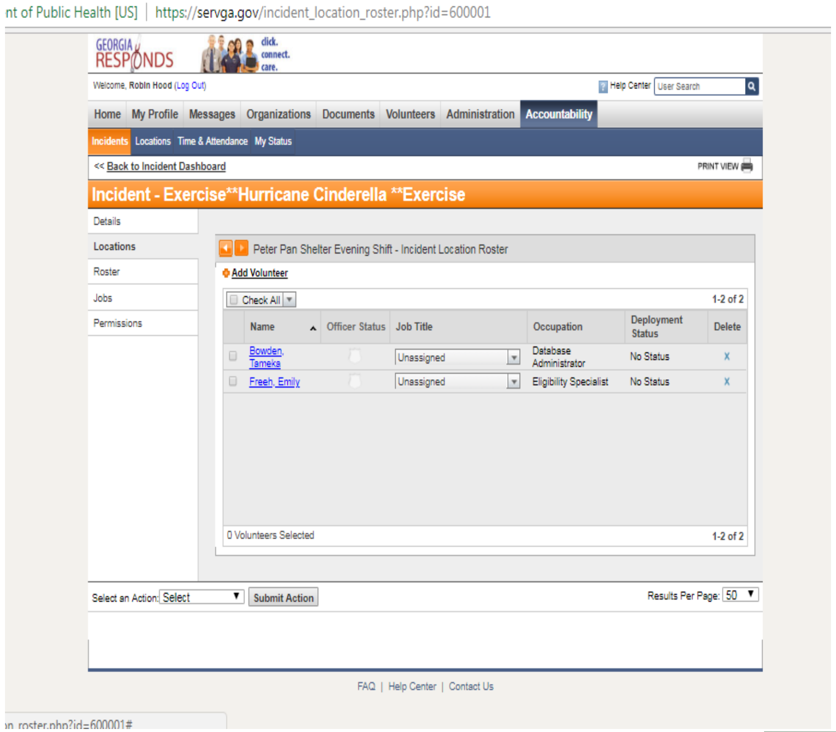
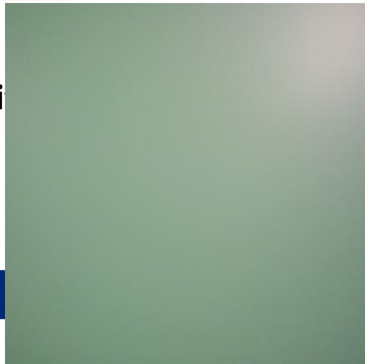


Note two volunteers at 2nd location. See 0/2 for evening shift. Once you select “view”, you can assign specific jobs.



See “Job Title” and change unassigned to desired posi
filled.



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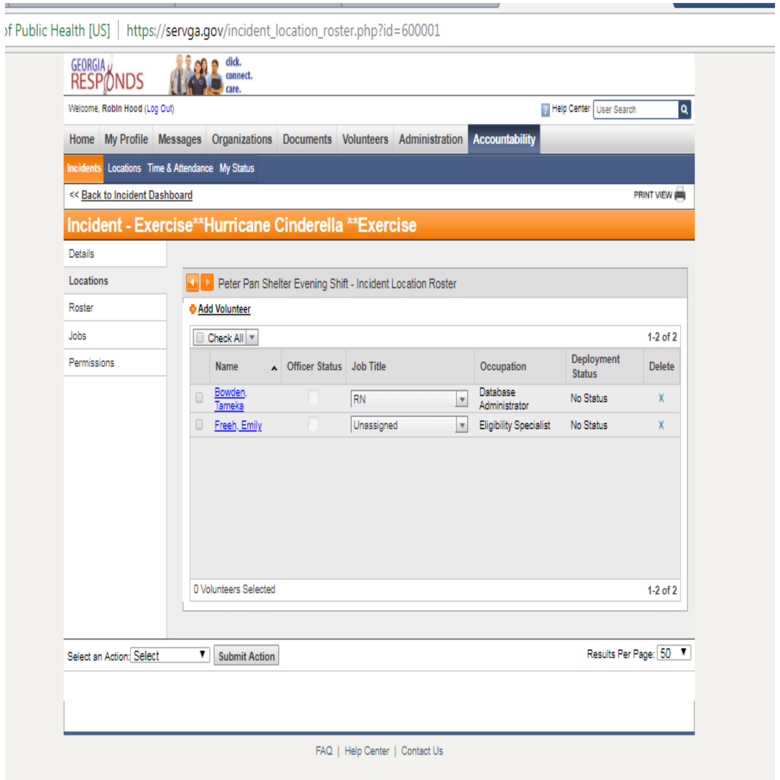
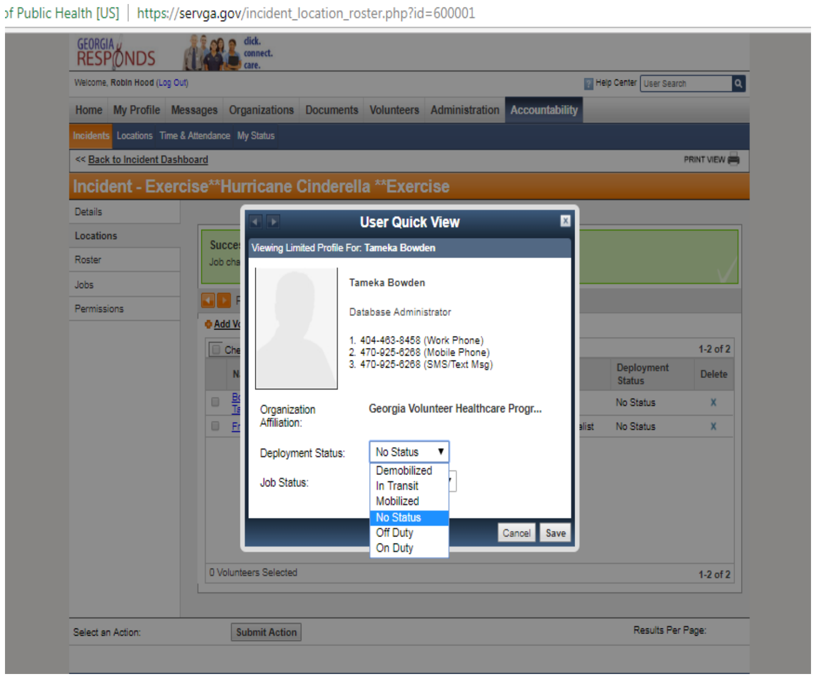


See Tameka Bowden change to RN.



An administrator can also update their status (in t
mobilized, off duty, etc.)

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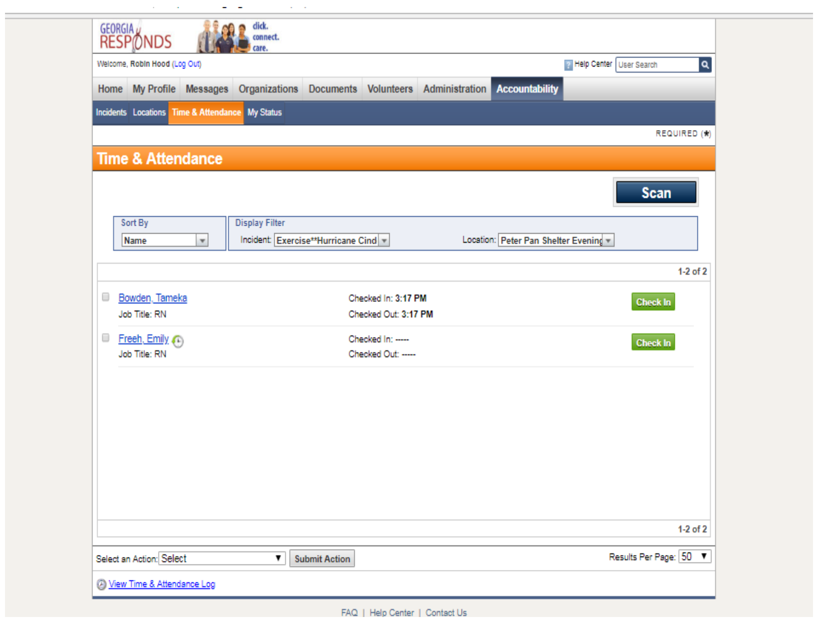

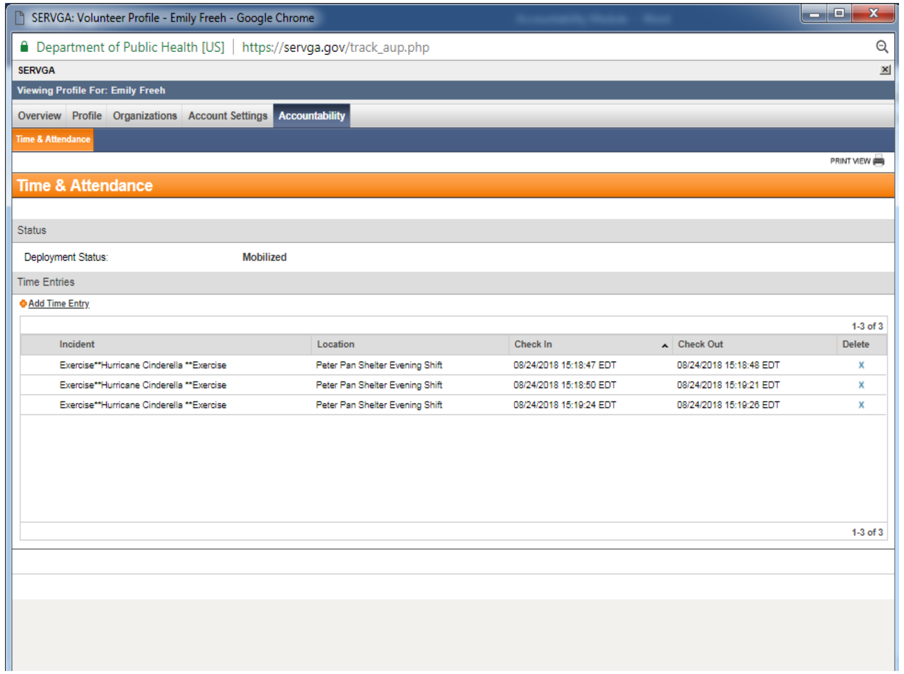

An administrator and/or shelter point of contact can also check in/make changes.

Under Time and Accountability, you can look at indivi activity log for the incident.

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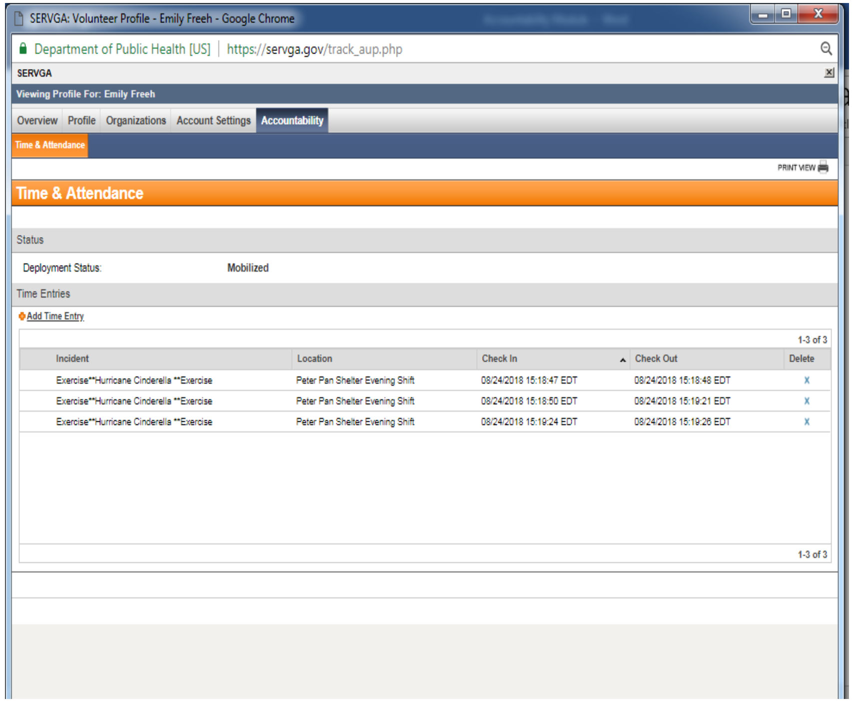

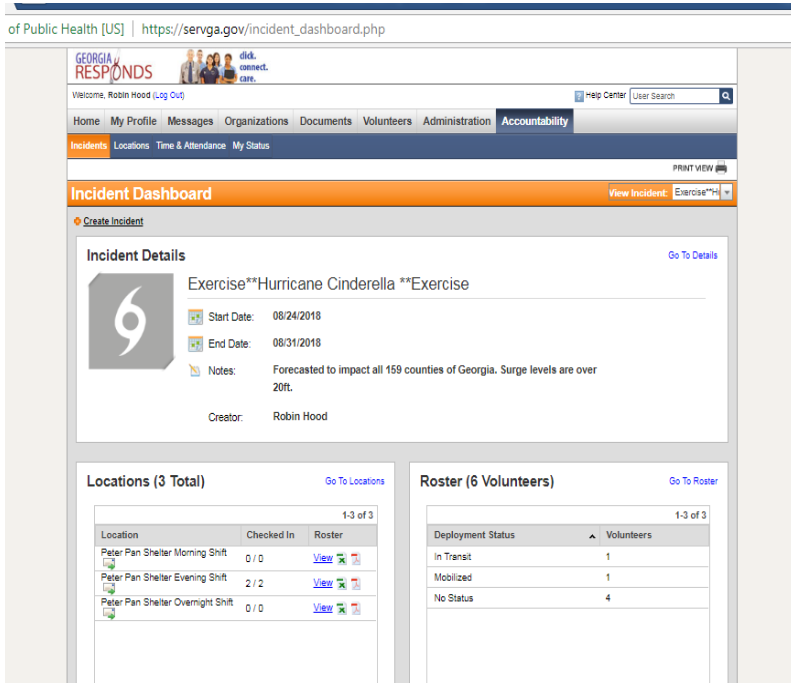

Under roster log, all activities are tracked for entire incident. No activities can be deleted.

To close an incident, click "Go to Details"

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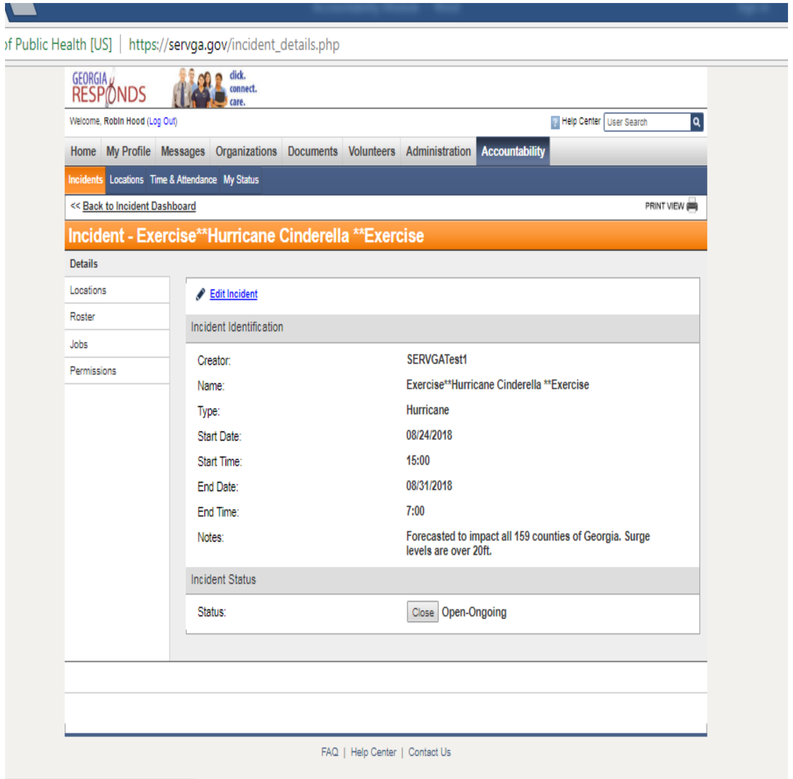

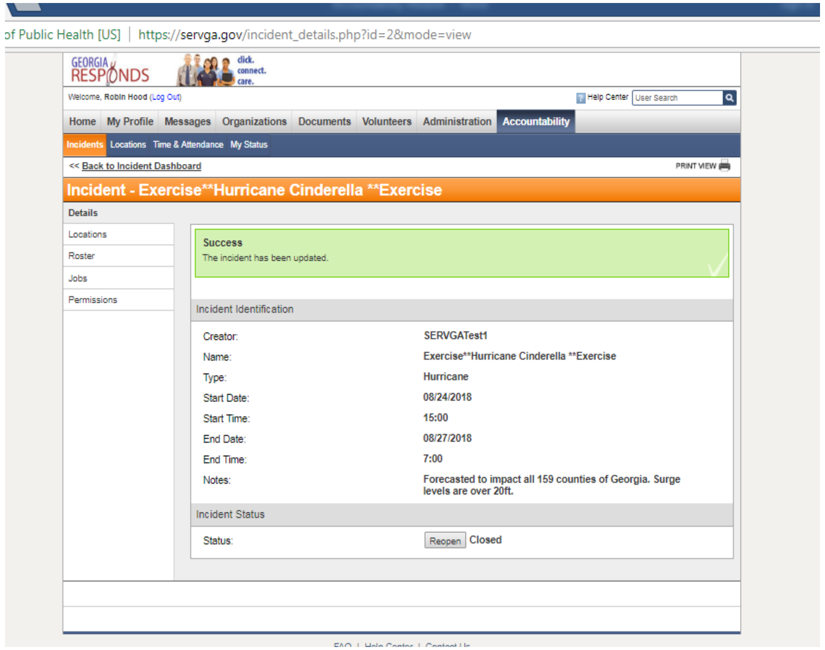

“Go to Details” screenshot. Option to close incident is at the bottom.

Under Incident Status, select “Close” to end the incide The incident is updated when the green “Success” m populates. Incident is now closed but can be reop

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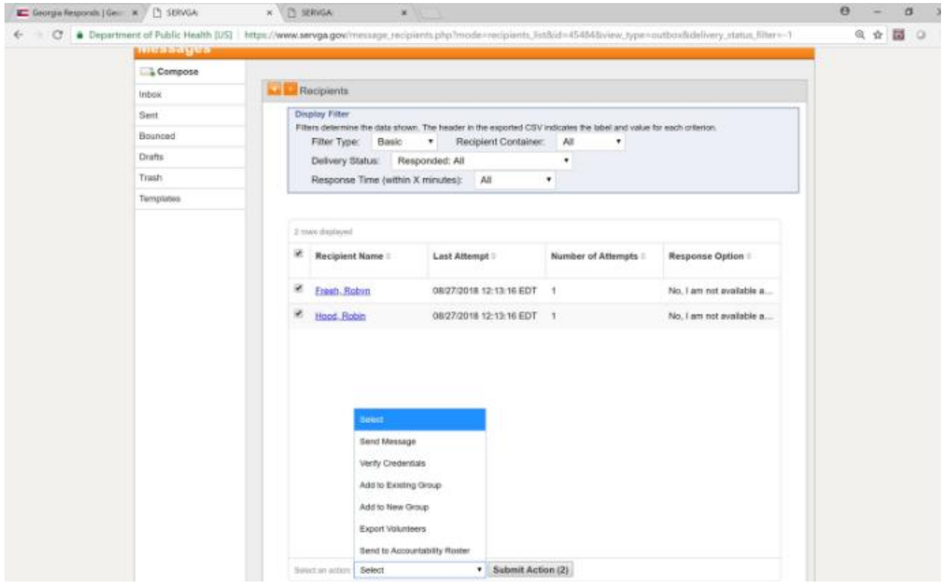

Administrators can generate Accountability Roster reports from Administration Tab.

After incident:

- Make changes to positions and locations for future incidents.
- Thank responders.