



# How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

To sign up for volunteers opportunities at RMHC-KC (either as an individual or a group), you will need an account on CERVIS, which is RMHC-KC’s volunteer management system. Please refer to the appropriate instructions:

- Create an Account & Password (one-time setup for existing volunteers).....page 1**
- Create a Volunteer Profile (one –time setup for new volunteers).....page 4**
- Sign in to CERVIS (ongoing process after you’ve completed the one-time setup).....page 6**
  - **Includes creating a group (p.7), registering (p.8) and canceling events (p.11)**

## Create an Account & Password (one-time setup for existing volunteers)

1. Go to <https://www.rmhckc.org/how-you-can-help/volunteer/>
2. To sign in, select “Sign In” under the Ronald McDonald House Event Listing & Registration.

### Ronald McDonald House Event Listing & Registration

[Contact Us](#)

Welcome to the Ronald McDonald House Charities of Kansas City Community Event Registration & Volunteer Information System (CERVIS). Thank you for your desire to serve as part of the Ronald McDonald House team. The events listed below are those that still need volunteers. To learn more about an event, click on the event name. To begin the registration process, click on the event registration button below. We look forward to serving with you!

Show Calendar  
 Search Events by Interest, Location, Date or Keyword

OR

Select an Available Event Below

<p><b>Household Helpers at the Longfellow House 2018</b></p> <p>Mar 19 - Dec 31, 2018 (Multiple Times Available)</p>	<p><b>382</b> Needed</p>
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## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

3. Enter your **E-Mail address**. To create a password, click **Don't Know Password / Reset Password**.

CERVIS Sign in Service Events Contact Us

RMHC-KC CERVIS Sign in

Contact Us

Please enter your E-mail address and CERVIS password below!

sarahlong@gmail.com

Password

Remember my profile

Sign in to CERVIS

Don't Know Password / Reset Password

OR

Sign in with Google

4. Enter your **E-Mail** again and **First Name**, then click **E-Mail Me My Password**

CERVIS Sign in Service Events Contact Us

RMHC-KC CERVIS Password Reset

Contact Us

To receive a temporary password to access your account, please enter your E-mail address and first name below and click the "E-mail Me My Password" button to proceed!

E-mail: sarahlong@gmail.com

First Name: Sarah

E-mail Me My Password

Back to CERVIS Sign in



## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

5. Check your E-Mail account for your temporary password. Copy it and enter/paste it here, then click **Sign in to CERVIS**

RMHC-KC CERVIS Sign in

[Contact Us](#)

Please check your E-mail account for your new temporary CERVIS password. If you do not see the E-mail please check your junk/spam folder and add volunteering@rmhkc.org to your safe senders list to ensure you receive future E-mails from this system!

sarahlong@gmail.com

.....

Remember my profile

**Sign in to CERVIS**

[Don't Know Password / Reset Password](#)

OR

Sign in with Google

6. You will then be prompted to create a new password. Enter it twice, then click **Change Password**.

Change CERVIS Password

Please create a personal password for your CERVIS account below. Your password must contain between 6 and 30 characters and must contain at least 1 uppercase character, 1 lowercase character, and 1 number!

Name: Sarah Long

E-mail: sarahlong@gmail.com

New Password: .....

Confirm New Password: .....

Password Strength: Strong

**Change Password**

7. This will bring you to the **Volunteer Main Menu**

Volunteer Main Menu

**Event Registration Management**  
(one-time or short-term opportunities)

- Register for an Upcoming Event
- View or Cancel Registration for an Upcoming Event

**Profile Management**

- Add Additional Volunteer to my Profile
- View or Update Volunteer Profile Information
- Create a New Group
- Add Additional Group Member to my Group Profile



## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

### Create a Volunteer Profile (one-time setup for volunteers new to the CERVIS system)

1. Go to <https://www.rmhckc.org/how-you-can-help/volunteer/>
2. To sign in, select "Sign In" under the Ronald McDonald House Event Listing & Registration.

### Ronald McDonald House Event Listing & Registration

[Contact Us](#)

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▼ Show Calendar  
▼ Search Events by Interest, Location, Date or Keyword

OR

**Select an Available Event Below**

<b>Household Helpers at the Longfellow House 2018</b> Mar 19 - Dec 31, 2018 (Multiple Times Available)	<b>382 Needed</b>
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3. Enter your **E-Mail address**, then click **Don't Know Password / Reset Password**.

CERVIS Sign in   Service Events   Contact Us

### RMHC-KC CERVIS Sign in

[Contact Us](#)

**Please enter your E-mail address and CERVIS password below!**

Remember my profile

[Don't Know Password / Reset Password](#)

OR

4. When you get this message, click the link to create a new volunteer profile



## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

RMHC-KC CERVIS Password Reset

[Contact Us](#)

**✘ The E-mail and First Name combination provided does not exist in CERVIS! Please check your information and try again or [CLICK HERE](#) to create a new Volunteer profile.**

E-mail:

First Name:

[Back to CERVIS Sign in](#)

5. Complete the information, including creating a password

Create Volunteer Profile

**i** Based on the information provided, our records indicate that you do not have a volunteer profile in the CERVIS system. Please enter your information below to create a new profile or [CLICK HERE](#) to check for a profile under different E-mail address.

\* Indicates a required field

Volunteer Last Name:\*

Volunteer First Name:\*

Volunteer Primary Phone:\*

Volunteer Alternate Phone:

Volunteer E-mail:\*

Confirm E-mail:\*

Volunteer Password:\*

6. Scroll down to the bottom of the form and click



## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

### Sign Into CERVIS (ongoing process, after completing the one-time setup)

1. Go to <https://www.rmhckc.org/how-you-can-help/volunteer/>
2. To sign in, select "Sign In" under the Ronald McDonald House Event Listing & Registration.

### Ronald McDonald House Event Listing & Registration

[Contact Us](#)

Welcome to the Ronald McDonald House Charities of Kansas City Community Event Registration & Volunteer Information System (CERVIS). Thank you for your desire to serve as part of the Ronald McDonald House team. The events listed below are those that still need volunteers. To learn more about an event, click on the event name. To begin the registration process, click on the event registration button below. We look forward to serving with you!

Show Calendar  
 Search Events by Interest, Location, Date or Keyword

OR

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<b>Household Helpers at the Longfellow House 2018</b> Mar 19 - Dec 31, 2018 (Multiple Times Available)	<b>382</b> Needed
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3. Since the "Remember my profile" was selected by default, you should only have to enter your **password**, then click **Sign in to CERVIS**

### RMHC-KC CERVIS Sign in

[Contact Us](#)

**i** Welcome back, Sarah! Please sign in below.



**Sarah Long**  
sarahlong@gmail.com

→

 Remember my profile ( Not Sarah? )

[Don't Know Password / Reset Password](#)



# How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

## Create a Group

If you will be signing up as a group, you must first create the group.

1. From the **Volunteer Main Menu**, click **Create a New Group**



2. Enter your group's name and click **Create Group**

The screenshot shows a form for creating a group. It prompts the user to 'Please enter the name of your group below:'. The 'Group Name' field contains the text 'Team Sarah'. Below the input field are two buttons: 'Create Group' (highlighted with a red box) and 'Cancel Group Creation'.

**Note:** You can create more than one group. For example, you may have a family group and a work group that volunteers.



## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

### Register for an Event

1. If you created a Group, you will see a “success” message and be taken to **Event Registration**. **Select your group from the drop-down menu.** You can then search events by **Interest, Location, Date** or **Keyword** by clicking in the search field.

RMHC-KC Event Registration

✓ Group successfully added to profile! Please register below!

Step 1: Select a Volunteer or Group Below

Team Sarah

Use Private Event Registration Code

Search Events by Interest, Location, Date or Keyword

Click here to search events

Step 2: Select an Available Event Below

Household Helpers at the Longfellow House 2018

Mar 5 - Dec 31, 2018 (Multiple Times Available) 440 Needed

Household Helpers

Breakfast at the Family Room

**Note:** You can also get to Event Registration from the **Volunteer Main Menu** by clicking **Register for an Upcoming Event**

Volunteer Main Menu

Event Registration Management  
(one-time or short-term opportunities)

Register for an Upcoming Event

View or Cancel Registration for an Upcoming Event



## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

2. You have many choices to narrow your search:

- A. If you're unsure of what opportunity you wish to volunteer for, click the drop-down menu and search all events by category.
- B. You can search for volunteer opportunities for a specific date or time.
- C. You can search by selecting a specific day of the week or time
- D. You can search by keyword, such as "dinner" or "Longfellow"

After selecting your search criteria, click **Search Events**

Hide Search Filters

Currently showing all open events. Please select your desired search criteria below:

**A** Search for events by interest: Show All

Search for events by location: Find events within 5 miles of Zip Code

**B** Search for events by date and optional start time range: Find events on this date: Any Time - Any Time

**C** Search for events by day of the week and optional start time range: Find events on this day: Any Day - Any Time - Any Time

**D** Search for events by keyword: Keyword Search

Search Events

3. If you see an opportunity you like in the list, select it. If you are signing up for a meal and already know your menu, you can enter it in the optional comments field. Click the **"Step 3"** link to choose your time slot and register.

**Dinner at the Family Room 2018**  
 Feb 27 - Dec 31, 2018 (Multiple Times Available) 2740 Needed  
Meal Group

**Dinner at the Longfellow House 2018**  
 Feb 27 - Dec 31, 2018 (Multiple Times Available) 4338 Needed  
Meal Group [view event details](#)

Step 2a: (Optional) Include a note about this registration

**Step 3: Click here to choose time slot(s) and register for this event**

**Eats & Treats at the Cherry St House 2018**  
 Feb 27 - Dec 31, 2018 (Multiple Times Available) 3014



## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

- If you selected your group in Step 1, you will see this prompt. Enter the number of volunteers in your group, then click **Register Group**.

Please enter the number of group participants you would like to register for this event:

Number of Group Participants:

- You may need to scroll down to find an open spot. Select it, then scroll down to the very bottom and click **Register**

<input type="radio"/>	Wed, Mar 21, 2018 - 4:00 PM to 7:00 PM	Closed
<input type="radio"/>	Thu, Mar 22, 2018 - 4:00 PM to 7:00 PM	Closed
<input checked="" type="radio"/>	Fri, Mar 23, 2018 - 4:00 PM to 7:00 PM	15
<input type="radio"/>	Sat, Mar 24, 2018 - 4:00 PM to 7:00 PM	Closed
<input type="radio"/>	Sun, Mar 25, 2018 - 4:00 PM to 7:00 PM	Closed
<input type="radio"/>	Mon, Mar 26, 2018 - 4:00 PM to 7:00 PM	15
<input type="radio"/>	Tue, Mar 27, 2018 - 4:00 PM to 7:00 PM	Closed

**Note:** The number of volunteer openings is the maximum number of volunteers needed, not the total required to register for an event.

- You will get a confirmation message here. You will also receive an email confirmation every time you register or cancel a registration for an event.

Group successfully registered.

- Click **Main Menu** to return to the Volunteer Main Menu



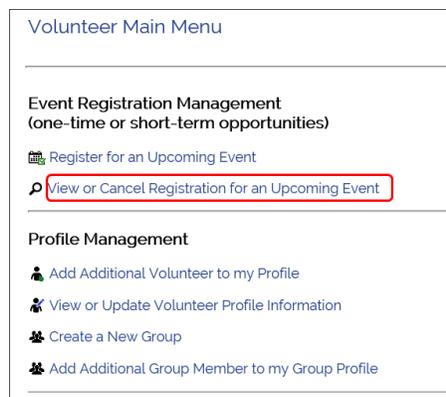
## How to Sign Up for Volunteer Opportunities at Ronald McDonald House Charities - KC

### Cancel an Event

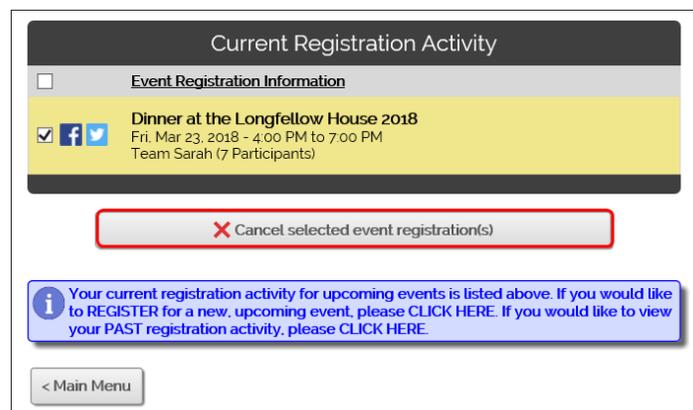
If you are cancelling for an event that is to begin in **LESS than 48 hours**, you can cancel through the system following the steps below, but we ask that you also **call the location** you are scheduled for:

Longfellow House:	816-842-8321, ext. 100
Cherry St. House:	816-842-8321, ext. 200
Wylie House:	816-842-8321, ext. 300
Family Room:	816-234-1533

1. If you need to view or cancel your registration for an event, click **View or Cancel Registration for an Upcoming Event**



2. You will see all of your registered events. To cancel, select the event and click **Cancel selected event registration**. Both you and the Event & Volunteer Coordinator at RMHC-KC will receive an email confirmation for the cancellation.



3. Click **Main Menu** to return to the Volunteer Main Menu