Welcome to SERV-NV
Registration User Guide

State Emergency Registry of Volunteers NEVADA (SERV-NV)
Be Prepared!
Get Involved!
Volunteer!

• Nevada has been working on a way to ensure volunteers are easily accessible during emergencies.
• SERV-NV was developed to collect and maintain volunteers who are able to provide assistance to an affected area during a disaster or public health emergency.
• It is now required that all volunteers register with SERV-NV prior to deployment.

This presentation will walk you through the registration process!
First Steps:

Type: [https://servnv.org](https://servnv.org) in your browser

From the SERV-NV Log-in / Registration page:

Click on Register Now
The first thing you will be asked to do is **Add an Organization**. Click **Add Organizations**

Next you will see a list of options, check the box(es) of the groups you want to join, then click **Select**. *Note: If you click on the groups, a short description of each organization will display on the right.*
Account Information:

- Add Username and Password and Confirm Password
  Keep it secret, keep it safe, 😊 but if you lose it, no worries, you can request a password reset by clicking on the ‘Forgot Username or Password?’ link located on the Home/Sign-in page.
- Select a secret question and provide an answer.
Terms of Service and Privacy Policy:

Read all Terms of Service, Information Pledge, and Background Check Consent, then agree by **checking** the boxes next to each one.

- **Terms of Service:**
  - □ By checking this box, I indicate that I agree to the Terms of Service 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 the State Emergency Registry of Volunteers Nevada and their designated agents to collect, use, verify, and maintain any information that is collected through the use of this site.

- **Background Check Consent:**
  - □ By checking this box, I do hereby authorize a background check.
Name and Address Information:

Next, enter your **Name and Address** information.

<table>
<thead>
<tr>
<th>Name and Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prefix:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>First Name:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Middle Name:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Last Name:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Suffix:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Address Line 1:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Address Line 2:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>City:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>State:</strong></td>
<td>Nevada</td>
</tr>
<tr>
<td><strong>County or Tribe of Residence:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Zip Code:</strong></td>
<td></td>
</tr>
<tr>
<td>Alternate Address Line 1:</td>
<td></td>
</tr>
<tr>
<td>Alternate Address Line 2:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td>Select</td>
</tr>
<tr>
<td>Zip Code:</td>
<td></td>
</tr>
</tbody>
</table>
Contact Information:

Next, enter in your Contact Information.

Although one (1) is required, you can add up to two (2) email addresses and five (5) phone numbers. You can also arrange which phone number you want called as a 1st attempt, 2nd, etc., by using the arrows on the right-hand side next to each number.
Occupation Information:

Select **Medical** or **Non-Medical**, then select your occupation and the current status. *Note: The occupations list is arranged in alphabetical order, broken into two occupation types, medical and non-medical.*

Click **Next**
Once you click **Next**, the “Attention Required” notice shown below will appear:

**Attention Required**

Congratulations, you are now registered for the State Emergency Registry of Volunteers Nevada

Your initial registration for the State Emergency Registry of Volunteers Nevada is now complete. However, additional information is needed in order to make you eligible for potential deployments. Please take the time to fill out all of the sections listed in your **Profile Summary**.

This message will appear each time you return to the Home page until all sections are completed.

If you would like to set your primary Organization, please click **here**.

**Click** on **Profile Summary** to complete your profile.
All of the following pages can be seen in My Profile. Please visit each section to fill in the required information. At the top of each page there is an Edit Information button. After you have filled in your information, scroll to the bottom and click Save Changes, then move on to the next section.

When you have successfully saved your data, you will see the green Success bar at the top.
You can use the **tabs** at the top to **visit each section**, or you can use the **Summary** tab to see the areas you have not yet visited.

*Note: On the **Summary** tab, the **Skills & Certifications** section will already be **green** indicating it is complete even if no information has been entered. Please be sure to visit this page as well to add any information you think would be relevant.

*Note: On the **Summary** tab, the **Training** and **Medical History** sections will turn **green** indicating they are complete once you have visited them, even if no information has been entered. You can come back anytime to make changes.
Also within **My Profile** is the **Settings** section.

Within the **Settings** tab, you are able to:
- Change your Account Status
- Change your Username
- Change your Password
- Change your Security Question
- Change your Display Preferences
Once you have completed each section, go back to the **Summary** tab to review.

Your profile should be at 100% complete.
After your profile is complete, the next time you log in, it will take you to the Home tab. From there you can view any updates or any messages you may have received since the last time you logged in.
On the **Messages** tab, you can view all of your messages, and you can send messages to the organization coordinator/administrator.
From the **Organizations** tab, you can view which organization(s) you are apart of and check your status. From here you can also withdraw from an organization.

If you click on **All Organizations** you will see a list of the organizations that are available for you to join. Simply click on the title of the Organization, then click the **Join** button located above the Organization description on the right.
Contact Us

SERVNV Help Desk servnv@health.nv.gov

SERVNV Program Information:
Rachel Marchetti - rmarchetti@health.nv.gov

Mental Health Crisis Counselor Volunteers
Psychological First Aid Volunteers
servnv@health.nv.gov

Medical Reserve Corps of Southern Nevada
Deborah Moran - moran@snhd.org

Washoe County Medical Reserve Corps
Raquel DePuy Grafton - wchdvolunteers@washoecounty.gov

Western Nevada Medical Reserve Corps
Jessica Rapp - jrapp@carson.org
Sydney Gamer - sgamer@carson.org

Battle Born Medical Corps Volunteers and Statewide Volunteer Pool
Tabatha Hart - thart@health.nv.gov