

# **WELCOME TO SERV-NV**

## **Registration 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:

**SERV NV** BE PREPARED, GET INVOLVED  
**VOLUNTEER!**

**THE GREAT SEAL OF THE STATE OF NEVADA**

**Home**

[Register Now](#)

[Contact Us](#)

[FAQ](#)

[Terms of Service](#)

[Privacy Policy](#)

**Welcome to SERVNV**

State Emergency Registry of Volunteers Nevada (SERV-NV) is a secure, Web-based system used to register, qualify and credential Nevada's healthcare professionals before a major public health or medical emergency. From this site registrants may elect to join local Medical Reserve Corps, SERV-NV, or both.

SERV-NV is Nevada's registry for Emergency System of Advance Registration for Volunteer Health Professionals (ESAR-VHP). ESAR-VHP is a national network of state-based systems, which verifies the identity and credentials of health professionals so that they can more readily volunteer for disaster, public health, and medical emergencies. By registering through our state ESAR-VHP registry (SERV-NV), volunteers' identities, licenses, credentials, accreditations, and hospital privileges are all verified in advance of a public health and medical disaster or emergency.

**Member Login**

Username:

Password:

[Forgot Username or Password?](#)

**Log In**

**Not Registered?**

**Register Now**

**Not Registered?**

**Register Now**

Home | Register Now | Contact Us | FAQ | Terms of Service | Privacy Policy

Type: <https://servnv.org> in your browser

Now on 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 Organization**



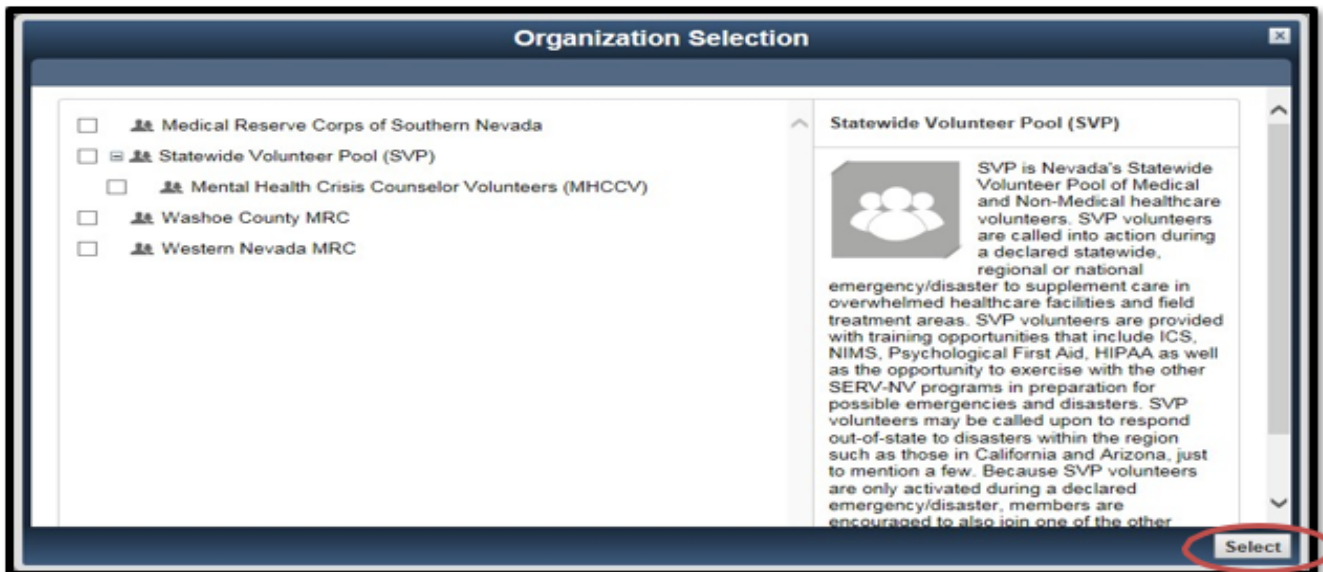
Organizations

*Organizations represent official groups that you have affiliation with as a SERV-NV user. Click the Add Organizations link below to see a complete list of organizations and select those you want to join.*

**\* Add Organizations**

Organization(s):

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.



Organization Selection

- Medical Reserve Corps of Southern Nevada
- Statewide Volunteer Pool (SVP)
- Mental Health Crisis Counselor Volunteers (MHCCV)
- Washoe County MRC
- Western Nevada MRC

**Statewide Volunteer Pool (SVP)**

SVP is Nevada's Statewide Volunteer Pool of Medical and Non-Medical healthcare volunteers. SVP volunteers are called into action during a declared statewide, regional or national emergency/disaster to supplement care in overwhelmed healthcare facilities and field treatment areas. SVP volunteers are provided with training opportunities that include ICS, NIMS, Psychological First Aid, HIPAA as well as the opportunity to exercise with the other SERV-NV programs in preparation for possible emergencies and disasters. SVP volunteers may be called upon to respond out-of-state to disasters within the region such as those in California and Arizona, just to mention a few. Because SVP volunteers are only activated during a declared emergency/disaster, members are encouraged to also join one of the other

**Select**

# 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.

### Account Information

Creating an account is the first step in the State Emergency Registry of Volunteers Nevada registration process. You will use your account username and password each time you log into the State Emergency Registry of Volunteers Nevada.

\* 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:

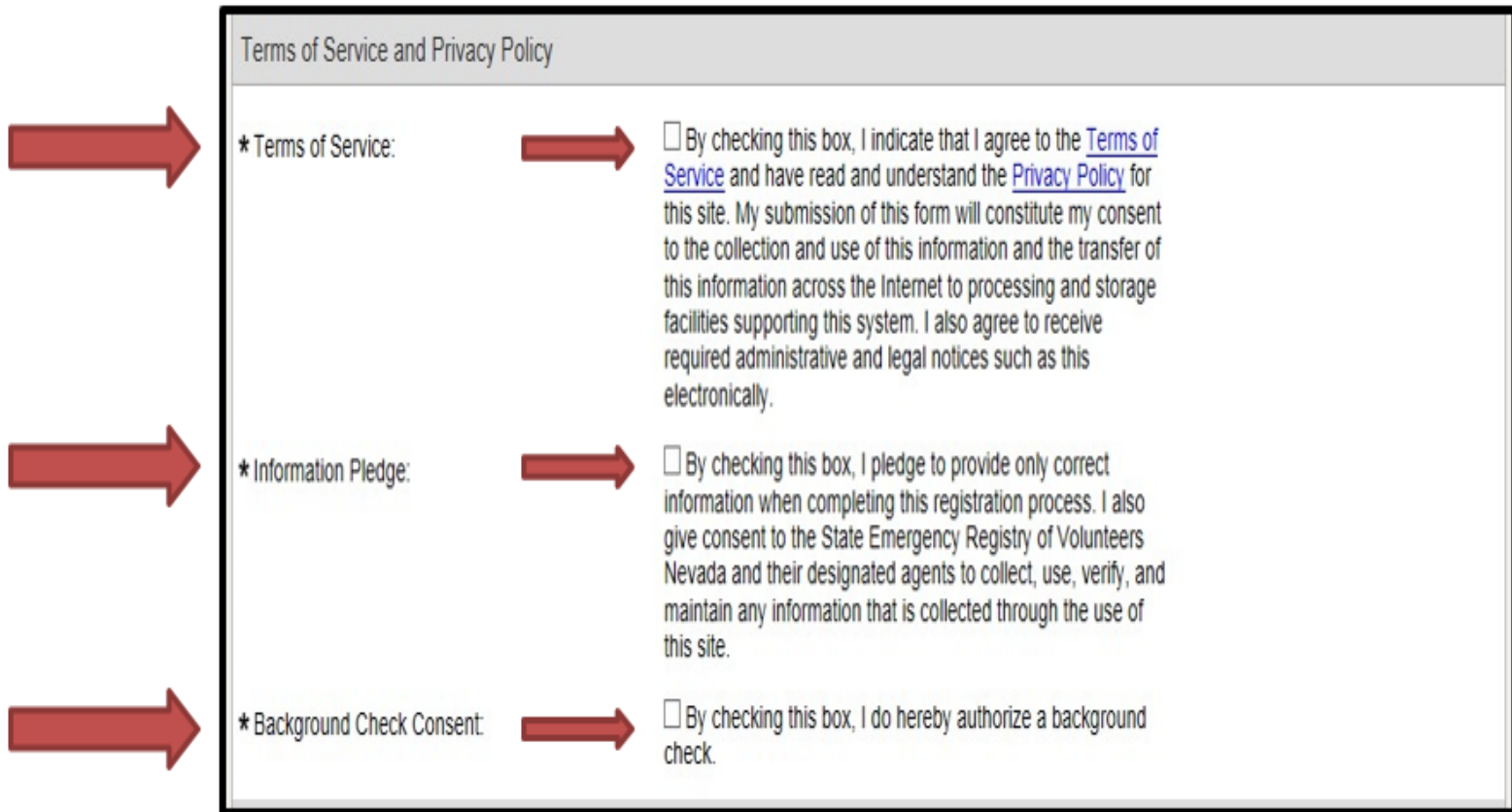
\* Secret Question:  

\* Secret Answer:

- ✗ Password must be 8 characters or longer
- ✗ Password must contain a number
- ✗ Password must contain a special character
- ✗ Password must contain uppercase letter
- ✗ Confirmation password must match

# 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 and Privacy Policy

\* 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.

Name and Address	
Prefix:	<input type="text"/> <small>Example: Dr., Col., Mr., Mrs., Ms.</small>
* First Name:	<input type="text"/>
Middle Name:	<input type="text"/>
* Last Name:	<input type="text"/>
Suffix:	<input type="text"/> <small>Example: Jr., Sr., MD., PhD, RN</small>
* Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
* City:	<input type="text"/>
* State:	<input type="text" value="Nevada"/>
* County or Tribe of Residence:	<input type="radio"/> County <input type="radio"/> Tribe <small>If you are a tribal member, a tribal designee, or currently employed by a tribal government, please enter a Tribe of Residence.</small>
* Zip Code:	<input type="text"/>
<hr/>	
Alternate Address Line 1:	<input type="text"/>
Alternate Address Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text" value="Select"/>
Zip Code:	<input type="text"/>

# 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 1<sup>st</sup> attempt, 2<sup>nd</sup>, etc., by using the arrows on the right-hand side next to each number.

Contact Information

**Primary Email Address** X

\* Email Address:

If you have an email account, it is important for you to provide this information. Without your email address, you may miss important messages and notifications. Please note that the system will not allow two accounts with the same email address. If you do not have an email address or your email address is already registered with the system, you can learn more about obtaining a free email address by [clicking here](#).

\* Confirm Email Address:

[+ Add Email Address](#)

**Contact Method 1** X

\* Contact Method 1:

\* Number to Attempt:    x

[+ Add Another Contact Method](#)



# Occupation Information:

Occupation Information

\* What is your occupation type?

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.

Occupation Information

\* What is your occupation type?

\* Occupation:   
*If your occupation does not appear in the list, please select Other.*

\* What is your current professional status for this occupation?

Previous **Next**

Click **Next**

Once you have clicked **Next**, you will see this notice:



**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.

The screenshot shows the SERV Volunteer profile page. At the top, there is a navigation bar with the SERV logo and the text "BE PREPARED, GET INVOLVED VOLUNTEER!". Below this is a user greeting "Welcome, Abby Test" and a "Log Out" link. The main navigation menu includes "Home", "My Profile", "Messages", "Organizations", and "Accountability". Under "My Profile", there are sub-sections: "Summary", "Identity", "Deployment Prefs", "Contact", "Occupations", "Training", "Skills & Certifications", "Medical History", "Background Check", and "Settings". The "Summary" section is highlighted in orange and shows a progress bar at "17% Complete". Below the progress bar, a message states: "In order to make you eligible for potential deployments, all profile information must be complete. Please take the time to fill out each section below." A list of sections follows, each with a status and a description: "Identity (incomplete - required fields missing)", "Deployment Preferences (incomplete - required fields missing)", "Contact (incomplete - required fields missing)", "Occupations (incomplete - must complete occupations)", "Registered Nurse (RN) (incomplete - page not visited.)", "Training (incomplete - page not visited)", "Skills and Certifications (complete)", "Medical History (incomplete - page not visited)", and "Background Check (incomplete - required fields missing)".

When you have successfully saved your data, you will see the **green Success** bar at the top.

The screenshot shows the "Identity" section of the profile page. At the top, there is an "Edit Information" button. Below it, a green success bar with a white checkmark on the right contains the text: "Success Your profile has been updated." The word "Success" is circled in red.

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.

A screenshot of a summary page with a white background and a black border. It lists three completed sections, each with a green checkmark icon, a blue link name, and a green '(complete)' status. Below each link is a short description.

- ✓ [Training](#) (complete)  
Your completed training courses.
- ✓ [Skills and Certifications](#) (complete)  
Your expertise to be considered for deployment eligibility and your prior deployment history.
- ✓ [Medical History](#) (complete)  
Your health conditions that may affect deployment eligibility and your vaccination history.

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.

The screenshot shows a user profile management interface. At the top, there is a navigation bar with tabs: Home, My Profile, Messages, Organizations, and Accountability. Below this is a secondary navigation bar with tabs: Summary, Identity, Deployment Prefs, Contact, Occupations, Training, Skills & Certifications, Medical History, Background Check, and Settings. The 'Summary' tab is highlighted in orange and circled in red. Below the navigation bar, there is a 'PRINT VIEW' button with a printer icon. The main content area is titled 'Summary' and features a progress bar showing '100 % Complete'. Below the progress bar, there is a list of profile sections, each with a green checkmark and the word '(complete)'. The sections are: Identity (complete), Deployment Preferences (complete), Contact (complete), Occupations (complete) (with a sub-section 'Registered Nurse (RN) (complete)'), Training (complete), Skills and Certifications (complete), Medical History (complete), and Background Check (complete). Each section has a brief description of what it covers.

Home My Profile Messages Organizations Accountability

Summary Identity Deployment Prefs Contact Occupations Training Skills & Certifications Medical History Background Check Settings

PRINT VIEW

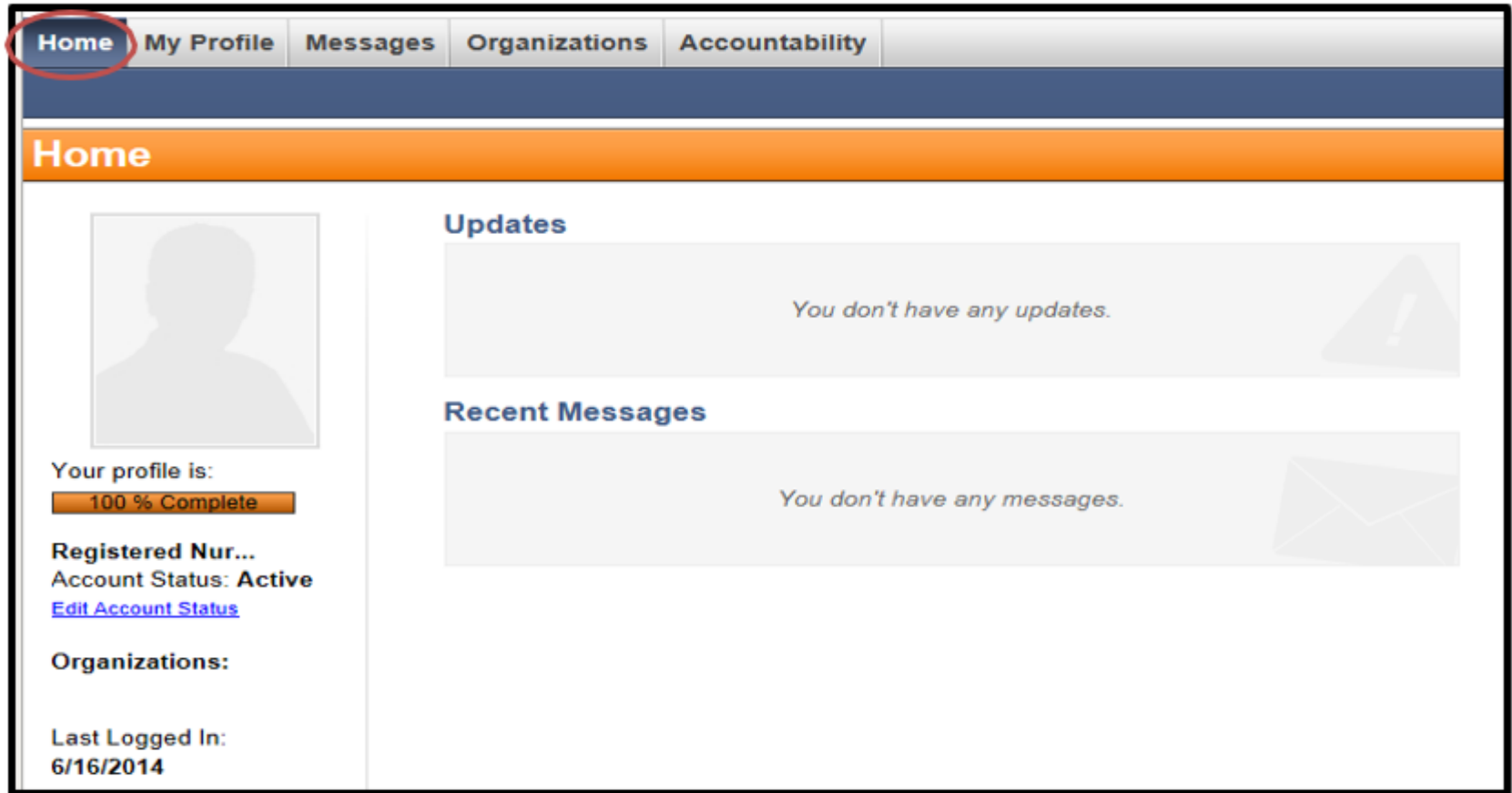
## Summary

100 % Complete

- ✔ [Identity \(complete\)](#)  
Your name, current address, physical characteristics, and ability to operate a licensed motor vehicle.
- ✔ [Deployment Preferences \(complete\)](#)  
Your availability for deployments, activity preferences for deployments, and existing emergency response commitments.
- ✔ [Contact \(complete\)](#)  
Your contact information and emergency contacts for use during a deployment.
- ✔ [Occupations \(complete\)](#)  
Your professional experience.
  - ✔ [Registered Nurse \(RN\) \(complete\)](#)  
Credentials are the formal qualifications you possess and are verified by the system.
- ✔ [Training \(complete\)](#)  
Your completed training courses.
- ✔ [Skills and Certifications \(complete\)](#)  
Your expertise to be considered for deployment eligibility and your prior deployment history.
- ✔ [Medical History \(complete\)](#)  
Your health conditions that may affect deployment eligibility and your vaccination history.
- ✔ [Background Check \(complete\)](#)  
Your background check may affect deployment eligibility.

**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.



The screenshot shows a web application interface with a navigation bar at the top containing the following tabs: Home, My Profile, Messages, Organizations, and Accountability. The 'Home' tab is highlighted with a red circle. Below the navigation bar is a blue header with the word 'Home' in white. The main content area is divided into two columns. The left column features a placeholder for a profile picture, followed by the text 'Your profile is:' and a progress bar showing '100 % Complete'. Below this, it displays 'Registered Nur...' and 'Account Status: Active' with a blue link for 'Edit Account Status'. The 'Organizations:' section is currently empty. At the bottom of the left column, it shows 'Last Logged In: 6/16/2014'. The right column has two sections: 'Updates' and 'Recent Messages'. Both sections display a message: 'You don't have any updates.' and 'You don't have any messages.' respectively, each accompanied by a light gray icon (a warning triangle for updates and an envelope for messages).

On the **Messages** tab, you can view all of your messages, and you can send messages to the organization coordinator/administrator.

The screenshot displays a web application interface with a navigation bar at the top containing 'Home', 'My Profile', 'Messages', 'Organizations', and 'Accountability'. The 'Messages' tab is highlighted with a red circle. Below the navigation bar, there is a 'General Messages' section with a 'Compose' button and a list of folders: 'Inbox', 'Sent', 'Drafts', and 'Trash'. The main content area shows an 'Inbox' view with a table header containing 'Subject', 'Sender', 'Date', and 'Delete'. The table is currently empty, displaying 'No results found.' and '0-0 of 0' at the bottom right. An 'Actions' dropdown menu is visible in the top right corner of the inbox view. At the bottom right of the page, there is a 'Results Per Page' dropdown menu set to '50'.



From the **Organizations** tab, you can view which organization(s) you are part of and check your status. From here you can also withdraw from an organization.

Welcome, Division of Public and Behavioral Health (Log Out) Help

Home My Profile Messages **Organizations** Accountability

My Organizations All Organizations PRINT VIEW

### My Organizations

Sort By: Organization | Display Filter: Status: All

Organization	Status	Primary	
Statewide Volunteer Pool (SVP) <a href="#">Dashboard</a>	Pending		<input type="button" value="Withdraw"/>

1-1 of 1

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.

Home My Profile Messages **Organizations** Accountability

My Organizations **All Organizations** PRINT VIEW

### All Organizations

- Medical Reserve Corps of Southern Nevada
- Statewide Volunteer Pool (SVP)
- Mental Health Crisis Counselor Volunteers (MHCCV)**
- Washoe County MRC
- Western Nevada MRC

**Mental Health Crisis Counselor Volunteers (MHCCV)**

**Email:**  
servnv@health.nv.gov

**Phone Number:**  
775-684-5986

**Description:**  
The Nevada Division of Public and Behavioral Health (DPBH), working in partnership with and serving Nevada's communities, provides Crisis Counseling/Psychological First Aid services to citizens affected or traumatized by disasters through a network of committed public and private sector volunteers.

# Contact Us

SERVNV Help Desk [servnv@health.nv.gov](mailto:servnv@health.nv.gov)

## SERVNV Program Information:

Rachel Marchetti -

[rmarchetti@health.nv.gov](mailto:rmarchetti@health.nv.gov)

**Mental Health Crisis Counselor Volunteers**

**Psychological First Aid Volunteers**

[servnv@health.nv.gov](mailto:servnv@health.nv.gov)

**Medical Reserve Corps of Southern Nevada**

Deborah Moran - [moran@snhd.org](mailto:moran@snhd.org)

**Washoe County Medical Reserve Corps**

Raquel DePuy Grafton -

[wchdvolunteers@washoecounty.gov](mailto:wchdvolunteers@washoecounty.gov)

**Western Nevada Medical Reserve Corps**

Jessica Rapp - [jrapp@carson.org](mailto:jrapp@carson.org)

Sydney Gamer - [sgamer@carson.org](mailto:sgamer@carson.org)

**Battle Born Medical Corps Volunteers  
and Statewide Volunteer Pool**

Tabatha Hart - [thart@health.nv.gov](mailto:thart@health.nv.gov)