

## New user FAQ sheet

### Why does the name Givepulse appear in the URL when using EngageDeis?

[Givepulse](#) is the name of the service tracking platform that houses [EngageDeis](#).

Brandeis has named our service platform in order to create a Brandeis-specific tracking system that is used by and for the Brandeis community. All of the Givepulse resources and FAQ sheets apply to EngageDeis, so any questions not answered here can be found on the [Givepulse FAQ site](#).

### How do I login to EngageDeis?

1. Go to [brandeis.givepulse.com](https://brandeis.givepulse.com). Click the profile icon in the top right corner and select “log in” from the drop down menu.

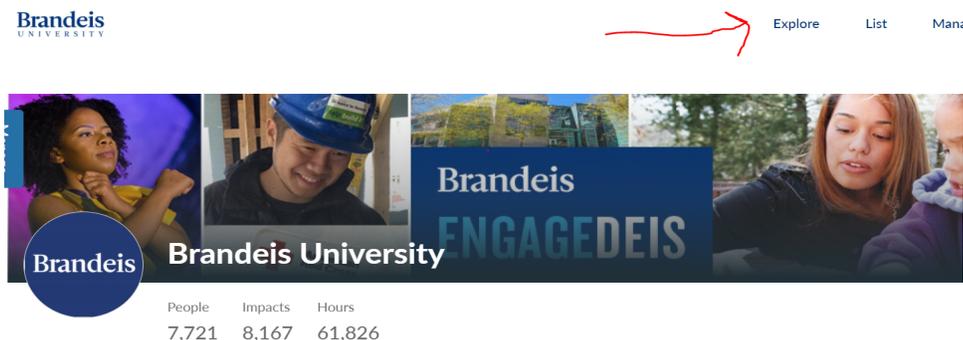


2. The screen will prompt you to log in using your Brandeis credentials. Log in.
3. You will then be prompted to fill out your data privacy preferences. Once you have agreed to the terms of service--you are now logged in!

Watch [this video](#) for step-by-step instructions. f

### How do I find different events and groups?

1. Click on the “Explore” tab that is located on the top right of the website.

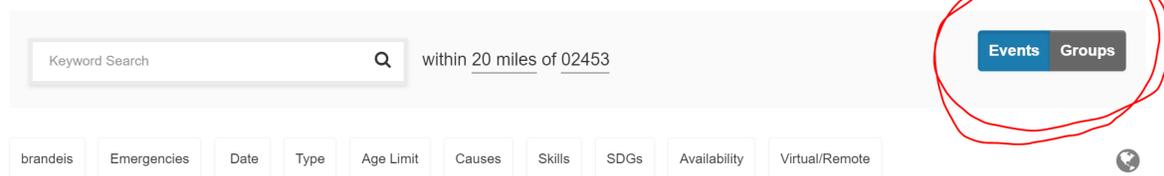


2. You can use the search bar to find groups and/or events in your specified area. You can use the filters to customize your search.

Watch [this video](#) for detailed information on how to use the explore button.

## What if I can't find my event or group?

Make sure you are on the Events or Groups tab. You may be toggled on the wrong tab. If you wish to find an event at Brandeis, the button is highlighted in blue when it is selected.



If you still cannot find your event, it may be because your group has not yet created the event on EngageDeis. You can always reach out to the group you are a part of via email or by using the messaging feature on EngageDeis.

## How do I join a group?

Each group page will have a “join” and “affiliate” button present on their cover photo. To join a group, select “join.” To affiliate with a group, select “affiliate.”

To learn how to join a group, watch [this video](#).

## What is the difference between joining a group and affiliating with a group?

When you click to “join” a group, this allows you to become a member of that group. Affiliating with a group occurs at the group level, in which events from one group can be shared on another group’s page and vice versa.

Joining a group makes you a member of that group. You can easily add your impacts, follow and register for the group’s events, and be listed as a member on your profile.

Affiliating with a group allows your events to be displayed on their page and their events to be displayed on your page (depending on your affiliation setting preferences). Your group affiliations will show up on your group profile page.

As an individual volunteer, you only need to focus on the “join” function. If you are an administrator of a group, please see the [Admin FAQ sheet](#) regarding the importance of affiliating.

## How do I log my service hours (aka add impacts)?

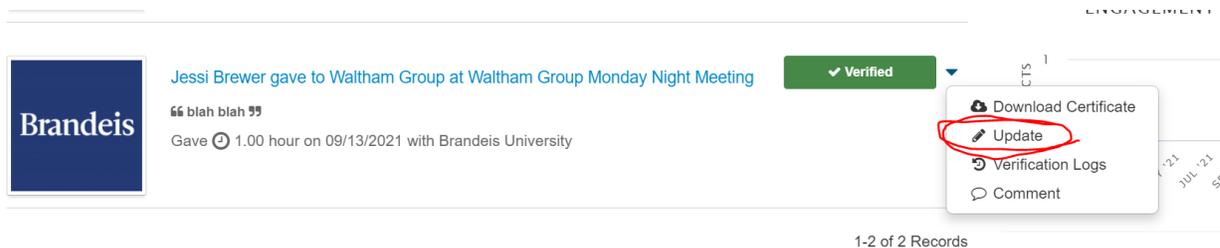
1. To add an impact, select the “add impacts” button from the drop-down menu under your profile icon.
2. Then, select the group and event where you created your impact. Be sure to fill out the impact form.
3. Select the “add impact” button at the bottom of the impact form to add your impact.

[Watch this video](#) for more information on how to add impacts or see this [how to add impacts guide](#).

## How do I delete an impact?

To delete an impact, select the “my activity” tab on the top right hand corner of your screen and select “impacts” from the drop down menu. This will take you to the page that manages all of your impacts.

Click the small blue arrow next to the impact you want to modify and select “update” from the drop down menu.



This update button will take you back to the original impact form where you can scroll to the very bottom and select “delete” in the bottom right-hand corner of your screen.

## Who should my verifier be?

When adding impacts for an event or service opportunity, the impact form will ask you for a verifier. The verifier will usually be the group hosting the event.

Verification

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Select Verifier\*

Waltham Group Blood Drive

[Missing from the list? Click here to add contact info.](#)

If for any reason the group's name is not available as the verifier, you can select any name from the drop down menu. Each name listed is usually a group leader or board member who will verify your impacts.

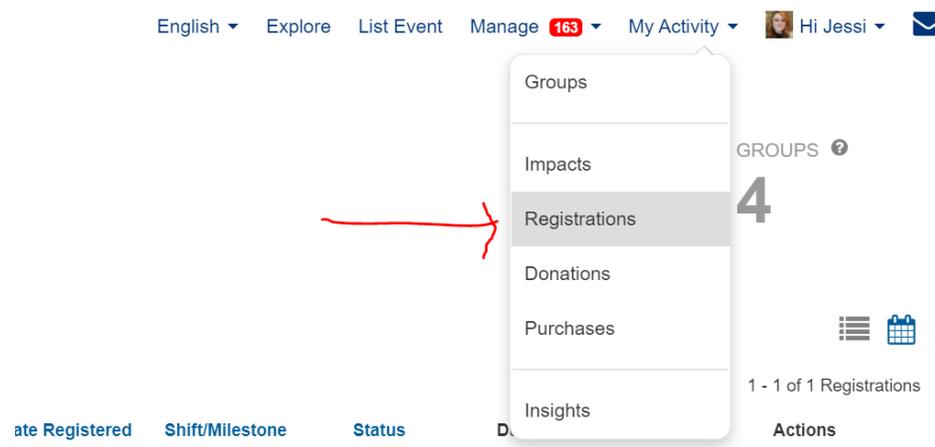
## How do I register for an event?

When you click on an event, you will be taken to the group's event page. This page will provide all of the details for that event. In the bottom right-hand corner, there is a button to "Register" for the event. Select the "register" button to register for the event.



## How do I cancel my registration for an event?

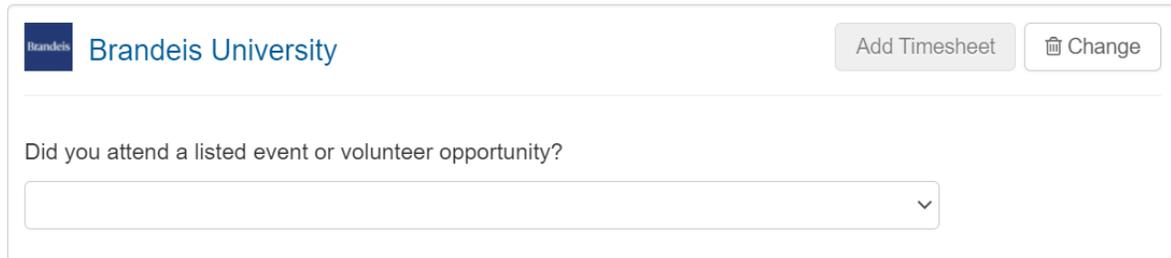
Select the "my activity" button on the top right corner of your screen. Select "registrations" from the drop-down menu.



This will take you to your manage registration page where you can cancel registrations using the "actions" button.

## What if my Brandeis service event is not on EngageDeis?

If your group is on EngageDeis, but your service event is not, you can log your impact under the general group name. For example, just leave the drop down menu for listed event blank:



Brandeis University

Add Timesheet Change

Did you attend a listed event or volunteer opportunity?

▼

You can also email your group leaders/board members to inquire about event details.

## What if my group is not at Brandeis?

Impacts made outside of the Brandeis and Waltham community can still be logged on EngageDeis. If your organization is not affiliated with Brandeis, you can search for the organization on the EngageDeis platform. If the organization exists on the platform, you can join that group and log your impacts through the normal process.

If the organization does NOT exist on EngageDeis, you will need to submit either an individual or group project request form describing your service located on the [Tracking Hours](#) section of the Brandeis EngageDeis website. After your service is approved by the Commitment to Service Award Advisory Committee, further direction will be given regarding how to log your hours.

## What if my question was not answered?

If you have any remaining questions, please visit [Give Pulse's FAQ page](#) or email [engagedeis@brandeis.edu](mailto:engagedeis@brandeis.edu)