



GivePulse Claim Account FAQ- January 2023

What is GivePulse?

GivePulse is a volunteer management platform that supports tracking hours, scheduling and registering for events, accepting applications, managing volunteer data and producing reports. Illinois Extension has selected GivePulse to replace the volunteer.extension.illinois.edu website where volunteers currently record volunteer hours.

What is an impact?

Impact is the term Givepulse uses to represent what we would previously refer to as hours. Instead of “adding a volunteer or CE hour” you’ll now “add an impact”. If you contributed one hour of volunteer time at the help desk for example, on the new site you’ll now enter one hour of impact towards the help desk. Same as before, just a different terminology!

What is an event?

An event is what your local coordinator has created for you to enter impact towards. In the old system these were referred to as activities. Activities = Events

Are there instructions I can follow to claim my GivePulse account?

Yes, we have a [video here](#) with a step by step through the account claim process.

I followed the instructions, but I’m having trouble claiming my GivePulse account. How can I get help?

If you need additional help, you may email Candice at mille116@illinois.edu with a description of your issue or question.

What if I didn’t receive the email invitation to claim my GivePulse account?

First, check both your inbox and your spam folder for an email from **University of Illinois Urbana-Champaign <notification@givepulse.com>**. If you don’t find it, please email your local Extension staff person to request another invitation email.

Why is the current Volunteer Database being retired?

Over the past several years, our internal site has become increasingly unstable and cannot be supported moving forward. C a m p u s a n d Illinois Extension has selected GivePulse to support a variety of functions, including the tracking of volunteer hours.

Do I really have to claim my GivePulse account?

Yes. In 2023 and forward, GivePulse will be the only way to report your volunteer hours. You will not be able to record hours in GivePulse if you haven’t claimed your account.

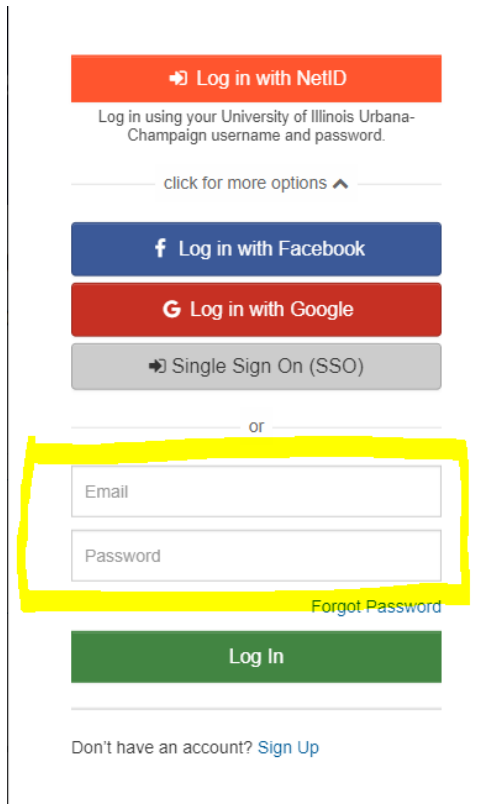
What if I’ve forgotten my GivePulse password?

On the log in page: https://illinois.givepulse.com/login?return_url=%2Fgroup%2F388994-University-of-Illinois-Extension there is a “Forgot Password” link underneath the log in box.



I'm trying to log back into GivePulse and I don't know my University of Illinois username and password. What do I do?

Volunteers typically do not have a U of I username and password. Below the "Log in via U of I" button there are two white boxes. Log in with your email address and the password you created when you claimed your GivePulse account and click the green Log In button instead. View the photo below for an example.



I get a message like this when I try to log in, what do I do?:

User account from identity provider 'live.com' does not exist in tenant 'University of Illinois - Urbana' and cannot access the application 'urn:mace:incommon:uiuc.edu'(UIUC-Shibboleth-Default) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

Looks like you're trying the orange NetID box to log in. Try again entering your email and password in the white boxes at the bottom and clicking the green Log In button.

I can see many other organizations in GivePulse. Does that mean my information will be visible to the public, too?

No, we have worked with GivePulse to create private groups for the U of I Extension volunteer programs. The Lake County Master Gardener program information will only be visible to Lake County Master Gardeners, for example. Your personal information will only be visible to authorized program staff and U of I staff. These are the same staff who have always had access to the information in order to administer the program.



What happens to the hours I've already recorded in the old volunteer database?

Hours for 2022 and the years prior will remain archived in the current volunteer database for Extension staff to still be able to access. Your total hours number will be transferred over to Givepulse at a later date.

When should I stop entering hours in the volunteer.extension.illinois.edu site?

Right now. Any hours that you're accruing in 2023, please keep a written log of your hours until you've watched the [training video](#) and your local coordinator gives you the go ahead.

Can I begin entering my hours in GivePulse right away as soon as I've claimed my account?

Please wait until you've watched the [training video](#), as there will be specific procedures to follow.

What else can I do with GivePulse?

Currently, we just want you to claim and set up your account and make sure you've watched the training. During the training we provide instructions to begin recording your volunteer hours. After that, we'll be working to move our annual recertification process into GivePulse and then we can explore possibilities for other uses.

Can I use the GivePulse mobile app?

For right now, please access GivePulse through the website using a browser, using the links provided in your invitation. In the future, we'll assess the mobile apps and determine whether to begin using them.