



WYCOMBE HOMELESS CONNECTION

Patron: Countess Howe



CERVIS Volunteer Management System User Guide for Volunteers

Version 1.2 / 16 October 2025

Important Note: CERVIS emails will come to you from wyhoc@cervistech.com, and you may need to whitelist that address in your inbox to ensure that you don't miss an email.

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CERVIS Volunteer Management System

Introduction and Terminology

Introduction and Terminology

CERVIS is Wycombe Homeless Connection’s volunteer management system, allowing us to track availability, assign shifts and store contact details and other key information. It was launched in 2024 and selected after looking at 20+ different systems and trialling five in detail.

CERVIS stands for “Community Event Registration and Volunteer Information System”. We use it for all volunteer management, including for support centre volunteers and volunteers at Plug In. You may see these other volunteering opportunities as you use the system, but this guide focuses specifically on the night shelter.

Terminology

CERVIS Terminology	“Real World” Equivalent
When they apply, volunteers join one or more groups . We have one group for each venue.	When they apply, volunteers say which venue(s) they want to work at.
Opportunities/events for each group are managed by a group leader .	Activities for each venue are managed by a coordinator .
Volunteers fill slots within opportunities/events.	Volunteers fill shifts within activities.

CERVIS Process	Previous Process
A volunteer offers to fill a slot by submitting a registration request . The request is pending until the group leader approves it when building their team. When approved, volunteers are registered to a slot .	A volunteers tells us their shift preferences and is assigned to a shift .
Any volunteers who are still pending after the rota has been completed will be emailed by the Wycombe Homeless Connection team to let them know that they won’t be required as all slots have been filled.	<i>(No real process was in place.)</i>

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In other words:

- **Groups** are groups of people who serve at **venues**
- **Opportunities/events** are **activities**
- **Group leaders** are **coordinators**
- **Slots** are **shifts**
- When a volunteer is **registered to a slot**, it means they've been **assigned to a shift**.

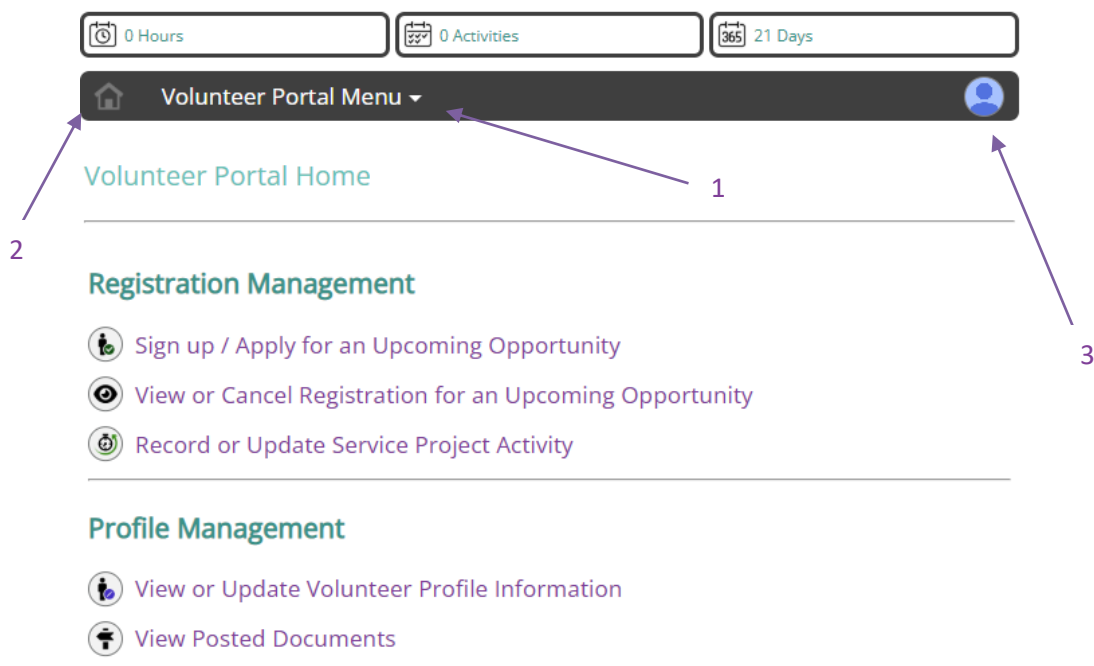
Navigating CERVIS

Your home page lists all available menu items. They're also accessible via the drop-down lists from the black navigation bar at the top of most pages (1). Note that there are some functions that we don't use and which are best avoided. If you get lost, find your way back to the home page using the house icon on the black bar (2).

Tapping or hovering over the person icon at the right of this black bar shows clickable commands including "Update My Profile" and "Sign Out" (3).

Use buttons at the foot of most pages (e.g. < Portal Home) (4) rather than your browser's back button. If you get stuck, try reloading the page.

Your session will end after 30 minutes' inactivity. Shortly beforehand, the screen will turn pink and give you the option to stave off the timeout.



CERVIS Volunteer Management System

Introduction and Terminology

🕒 0 Hours

📅 0 Activities

📅 21 Days

🏠

Volunteer Portal Menu ▾

👤

WHC Event Registration

📘

Your current registration for upcoming opportunities is listed below.

If you would like to SIGN UP for a new, upcoming opportunity, please [CLICK HERE](#).

If you would like to view your PAST registration activity, please [CLICK HERE](#).

Current Registration Activity

☐

[Registration Info](#)

< Portal Home

← 4

Throughout this guide, when we say “select”, tick the square box beside the item to be selected (5). When we say “select all”, tick the square box at the top of the list of items to be selected (6)—this will tick all the individual boxes beside each item in the list. If you’re using a phone or other touchscreen, read “click” as “tap”.

Register Test A for Support Centre

📍 View Opportunity Details

Select an Available Slot Below

<input type="checkbox"/>	Date/Time & Details	Spots Available
<input type="checkbox"/>	Thu, Oct 9, 2025 - 9:45 AM to 12:30 PM Reserve	Closed
<input type="checkbox"/>	Thu, Oct 9, 2025 - 9:45 AM to 12:30 PM Shift Assistant	Full
<input type="checkbox"/>	Fri, Oct 10, 2025 - 9:45 AM to 12:30 PM Reserve	1
<input type="checkbox"/>	Fri, Oct 10, 2025 - 9:45 AM to 12:30 PM Shift Assistant	2
<input type="checkbox"/>	Tue, Oct 14, 2025 - 9:45 AM to 12:30 PM Reserve	1

6

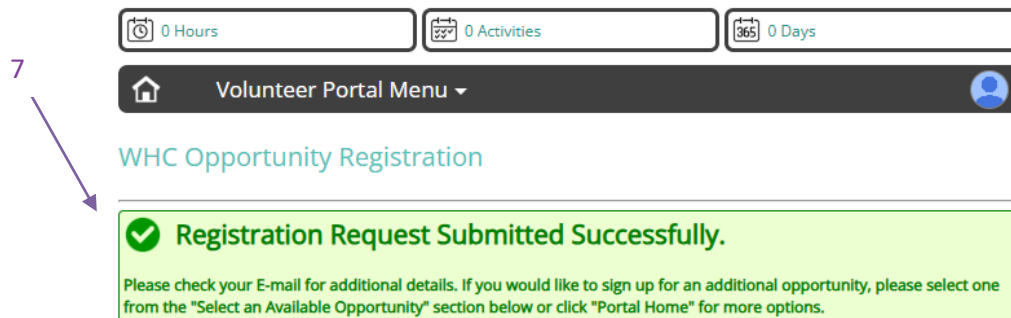
5

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Acknowledgment messages

Most actions result in a green success message (7). These usually appear at the top of the page, so make it a habit to check there as that's also where error messages will appear to indicate that a desired action has failed.



CERVIS Volunteer Management System

Introduction and Terminology

Getting Started with CERVIS

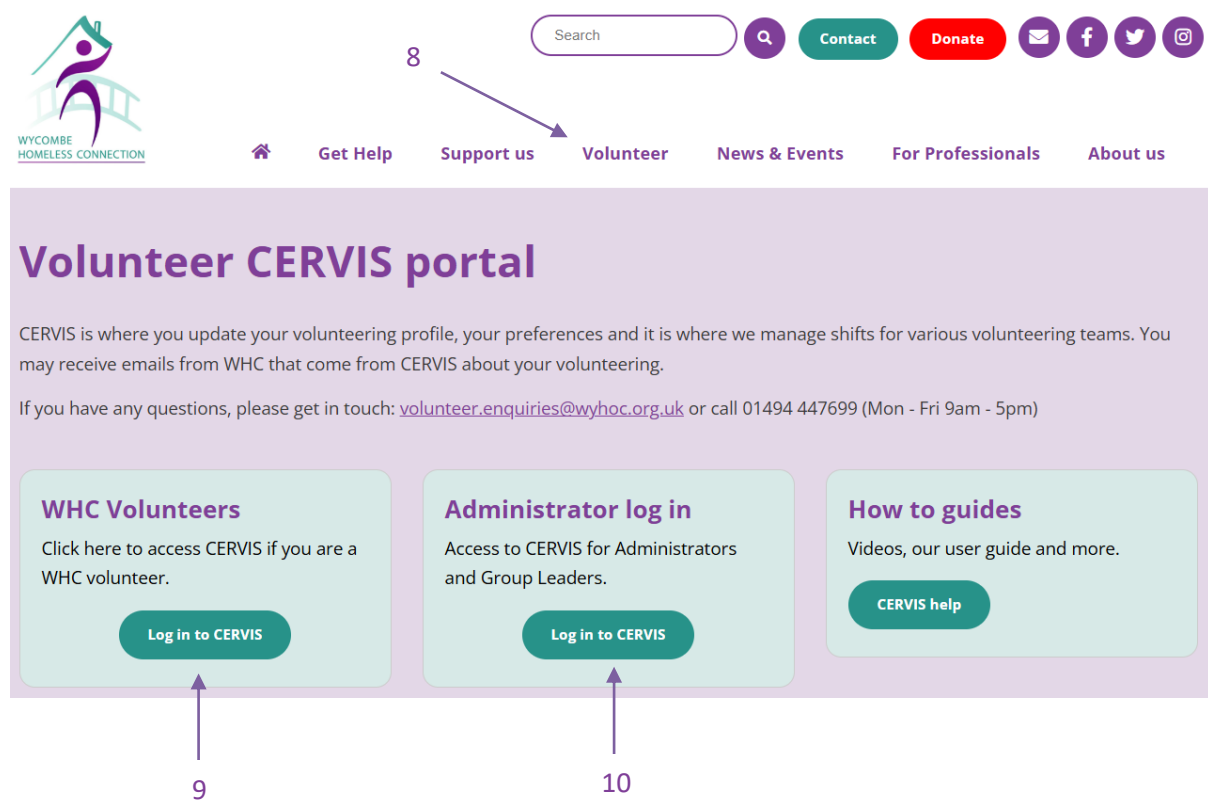
Your CERVIS login will have been created for you as part of the on-boarding process when you first applied to volunteer with Wycombe Homeless Connection. It will use the contact email that you provided us with.

Logging in for the First Time

When you first log in to CERVIS, you'll need to reset your password and then update your profile details.

Navigate to the Wycombe Homeless Connection website and select "Volunteer CERVIS Portal" from the "Volunteer" drop down menu (8).

Click the relevant "Log in to CERVIS" button. Regular volunteers should select the WHC Volunteers link (9), while Group Leaders should use the Administrator link (10).



CERVIS Volunteer Management System

Introduction and Terminology

On the login screen, click “Don’t Know Password/Reset Password” (11).


WHC CERVIS Login

Contact Us

E-mail Address

Password

☒ Remember my profile

 Log in with E-mail

11 → Don't Know Password / Reset Password ⓘ

Enter your email address and first name (12) and click “E-mail Temporary Password”.


WHC CERVIS Password Reset

Contact Us

i To receive a temporary password to access your account, please enter your E-mail address and first name below and click the “E-mail Temporary Password” button to proceed!

E-mail: volunteer.enquiries@wyhoc.org.uk

First Name: Test

12 →  E-mail Temporary Password

[Back to CERVIS Login](#)

Check your inbox, where you should have received an email with your temporary password. Copy this from the email, return to the login screen and use it to log into your account by clicking “Log in with E-mail”.

You’ll be prompted to create a new password. Choose your own password, noting the requirements for length and characters, and enter it twice, then click “Change Password” (13).

Change CERVIS Password

i Please create a personal password for your CERVIS account below. Your password must contain between 10 and 30 characters and must contain at least 1 uppercase character, 1 lowercase character, and 1 number!


Name: Test A

E-mail: volunteer.enquiries@wyhoc.org.uk

New Password:*

Confirm New Password:*

Password Strength: Good

13 →  Change Password

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Introduction and Terminology

On your initial login, you'll be asked to update your profile with a number of required fields including which groups you'd like to join and your preferred frequency of volunteering, as well as key contact details. Complete this form to the best of your ability and then click "Verify Volunteer Information" (14).

Volunteer Allergies and Intolerances:

Allergies and Intolerances

☐ None
☐ Celery
☐ Gluten
☐ Crustaceans
☐ Eggs
☐ Fish

I Would Like to Receive WHC Supporter postal mailings:*

Yes

I Would Like to Receive WHC Supporter E-mails:*

No

Volunteer Places of worship:

Places of worship

☐ *I don't belong to a place of worship
☐ *I prefer not to say
☐ *My place of worship isn't on this list
☐ *Unknown
☐ Abundant Life Family Church, High Wycombe
☐ All Saints, Bisham

Linked to Supporting Organisation:*

No

Volunteer Birth Date:*

January

01

1875

☐ I have read, understand, and accept the following terms & conditions:

[Click here to view](#)

WHC Privacy Policy for Volunteers

[Click here to view](#)

Verify Volunteer Information

< Cancel

14

CERVIS Volunteer Management System

CERVIS for Volunteers

CERVIS for Volunteers

Shifts (“slots”) will usually become visible a month at a time, typically two months ahead. The intended go-live dates for monthly shifts are as follows:

- **November 10th 2025:** January 2026 shift bookings launched
- **December 10th 2025:** February 2026 shift bookings launched
- **January 10th 2025:** March 2026 shift bookings launched

You’ll receive an email reminder when these slots are added to the system and be asked to submit offers for them by a certain deadline. Group leaders will then create a rota based upon those offers.

When the rota is complete, you’ll receive a confirmation email for any slots that have been confirmed. We’ll also inform you that your presence isn’t required for any slots that are still pending.

Logging into CERVIS

Navigate to the Wycombe Homeless Connection and select “Volunteer CERVIS Portal” from the “Volunteer” drop down menu (15).

Click the relevant “Log in to CERVIS” button. Regular volunteers should select the WHC Volunteers link (16), while Group Leaders should use the Administrator link (17).

The screenshot shows the Wycombe Homeless Connection website. At the top, there is a navigation bar with a search bar, a 'Contact' button, a 'Donate' button, and social media icons. Below this is a main navigation bar with links: 'Get Help', 'Support us', 'Volunteer', 'News & Events', 'For Professionals', and 'About us'. An arrow labeled '15' points to the 'Volunteer' link. Below the navigation bar is a section titled 'Volunteer CERVIS portal'. This section contains text about CERVIS and contact information. Below the text are three boxes: 'WHC Volunteers' with a 'Log in to CERVIS' button (labeled '16'), 'Administrator log in' with a 'Log in to CERVIS' button (labeled '17'), and 'How to guides' with a 'CERVIS help' button.

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CERVIS for Volunteers

1. On the login screen, enter your email address and password and click “Log in with E-mail” (18).


WHC CERVIS Login


[Contact Us](#)

volunteer.enquiries@wyhoc.org.uk

.....

☒ Remember my profile



18 →  Log in with E-mail

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

Offering Shifts




First, log into CERVIS. Then, on the homepage, click “Sign Up / Apply for an Upcoming Opportunity” (19).

0 Hours 0 Activities 0 Days



 Volunteer Portal Menu 

Volunteer Portal Home


19 → **Registration Management**

-  Sign up / Apply for an Upcoming Opportunity
-  View or Cancel Registration for an Upcoming Opportunity
-  Record or Update Service Project Activity


Profile Management

-  View or Update Volunteer Profile Information
-  View Posted Documents

Report Management

-  View or Print Volunteer Activity History

Account Management

-  Change Password

Double check that you see your name under the “Step 1: Select a Volunteer” heading (20), then select the desired opportunity under “Step 2: Select an Available Opportunity Below” (21). These will be broken up by day, with each shelter receiving its own opportunity. You’ll then be able to click

CERVIS Volunteer Management System

CERVIS for Volunteers


either of the two buttons (22) which allow you to choose your time slots and sign up for the selected event.

20 →

Step 1: Select a Volunteer ⓘ

Test A. ▼

☒ Show Opportunity Calendar
☒ Use Private Registration Code
☒ Search Opportunities by Interest, Location, Date or Keyword



21 →

Step 2: Select an Available Opportunity Below ⓘ

Plug-In 47 Available

☒ Oct 9 - Nov 27, 2025 (Multiple Shifts Available)
Wycombe Homeless Connection

[Click here to learn more \(Optional\)](#)

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

22 →

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

Support Centre 66 Available

☐ Oct 9 - Nov 28, 2025 (Multiple Shifts Available)
Support Centre

[Click here to learn more \(Optional\)](#)

Choose time slot(s) and sign up for the selected event

You'll be presented with a list of available slots for that opportunity. Note that there can be multiple slots for the same date which are for different roles and/or different times. In the example below, there are open slots for cook, reserve and shift assistant at Plug-In on October 16th (23).

Choose your desired slots by clicking the relevant checkboxes. You can select several slots at once across multiple dates (24).

CERVIS Volunteer Management System

CERVIS for Volunteers

Select an Available Slot Below		
<input type="checkbox"/>	Date/Time & Details	Spots Available
<input type="checkbox"/>	Thu, Oct 9, 2025 - 6:00 PM to 9:00 PM Cook	Full
<input type="checkbox"/>	Thu, Oct 9, 2025 - 6:00 PM to 9:00 PM Reserve	2
<input checked="" type="checkbox"/>	Thu, Oct 9, 2025 - 6:00 PM to 9:00 PM Shift Asst	1
<input type="checkbox"/>	Thu, Oct 9, 2025 - 6:00 PM to 9:00 PM SL	Full
<input type="checkbox"/>	Thu, Oct 16, 2025 - 6:00 PM to 9:00 PM Cook	1
<input type="checkbox"/>	Thu, Oct 16, 2025 - 6:00 PM to 9:00 PM Reserve	2
<input type="checkbox"/>	Thu, Oct 16, 2025 - 6:00 PM to 9:00 PM Shift Asst	2
<input type="checkbox"/>	Thu, Oct 16, 2025 - 6:00 PM to 9:00 PM SL	Full
<input type="checkbox"/>	Thu, Oct 23, 2025 - 6:00 PM to 9:00 PM Cook	Full
<input type="checkbox"/>	Thu, Oct 23, 2025 - 6:00 PM to 9:00 PM Reserve	1
<input checked="" type="checkbox"/>	Thu, Oct 23, 2025 - 6:00 PM to 9:00 PM Shift Asst	1

Diagram annotations: A bracket labeled '23' points to the first four rows (Cook, Reserve, Shift Asst, SL) for Oct 9. A bracket labeled '24' points to the last two rows (Reserve, Shift Asst) for Oct 23.

You should request to register for all of the roles and dates for which you're willing and qualified. Your group leader will know how often you prefer to volunteer and will assign you in the way that makes the most sense.

Scroll down to the foot of the page and click "Register" (25).

<input type="checkbox"/>	Thu, Nov 27, 2025 - 6:00 PM to 9:00 PM Cook	1
<input type="checkbox"/>	Thu, Nov 27, 2025 - 6:00 PM to 9:00 PM Reserve	2
<input type="checkbox"/>	Thu, Nov 27, 2025 - 6:00 PM to 9:00 PM Shift Asst	5
<input type="checkbox"/>	Thu, Nov 27, 2025 - 6:00 PM to 9:00 PM SL	1

25 →

CERVIS will confirm that your request has been successfully submitted and you'll also receive email confirmation (26). However, your request will still be pending until the group leader either accepts it or completes their rota. At this stage, you'll receive an email to let you know whether your attendance is required or not.

CERVIS Volunteer Management System

CERVIS for Volunteers

WHC Opportunity Registration

26 →

✓

Registration Request Submitted Successfully.

Please check your E-mail for additional details. If you would like to sign up for an additional opportunity, please select one from the "Select an Available Opportunity" section below or click "Portal Home" for more options.

Step 1: Select a Volunteer

Test A.

Next Steps

After you outline your availability and offer some shifts, you'll need to wait for the group leaders to create their rota. For any offers that are accepted, you'll receive a confirmation email outlining key information such as the date and location of the shift and the role you've been assigned (27). You'll also receive a reminder email before your shift.

27 →

Test,

Thank you for volunteering to serve with Wycombe Homeless Connection.

This email is to confirm that we have taken up your offer to serve at the event detailed below, and you are now registered for this event. We are now counting on you to be there, to be part of the team for that date...

...unless it shows below that you are registered as a **Reserve**; then if you are needed I will send you another email nearer the time that will show the actual role we need you for.

If you need to cancel your registration for any reason, you can use the link below. If you have any questions about this event, you can contact me by replying to this email or using the details at the foot of this message.

Event Name: Plug-In

Event Date/Time: Thu, Oct 23, 2025 - 6:00 PM to 9:00 PM
Add to Calendar: [Google Calendar](#) / [iCal](#) / [Outlook](#)

Additional Event Details: Shift Asst

Cancellation: If you are no longer able to participate in this slot, please click here to cancel your registration: [Cancel Registration](#)

Meeting Location:
The HUB
Easton Street, High Wycombe HP11 1NJ

If a group manager completes their rota without accepting one or more of your offers, you'll receive an email to say "thank you for your offer, but you won't be required for this particular shift".

If you're registered as a reserve, please keep the date free. Your presence won't be required at the shelter unless another volunteer is unable to attend, in which case you'll receive another confirmation email with the role you're now needed for. Alternatively, if it's a last minute replacement, you may be contacted directly by the shift leader.

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Frequently Asked Questions

Frequently Asked Questions

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Who can I contact if I need help?	18

Answers

What's the difference between a group leader and a shift leader?

A group leader is in charge of preparing rotas and carries out the majority of their work at home and outside shelter hours. Shift leaders are in charge of the day-to-day running of the shelter, leading shifts and allocating tasks in person at the shelter. Shift leaders are driving the car, but group leaders provide them with the sat nav.

What's the difference between an opportunity and an event?

Good question! We mostly use the two terms interchangeably, but an opportunity can technically be broken into multiple events. Think of it as being like the difference between a cake and a slice of cake. The difference doesn't really matter when your main concern is whether you have something to eat with your cup of tea.

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Frequently Asked Questions

How do I log in to CERVIS?

For your first login, please follow the steps under “Logging in for the First Time” on page 6. For subsequent logins, please follow the steps under “Logging in to CERVIS” on page 9.

How do I reset my CERVIS password?

You can reset your CERVIS password by following steps 1-6 under “Logging in for the First Time” on page 6.

What should I do if I don’t remember my CERVIS login email?

Please contact us via the details under “Who can I contact if I need help?” on page 18.

What happens if I’m confirmed as a reserve?

Please view the “Next Steps” section under CERVIS for Volunteers on page 13.

How can I see what activities I’m registered for?

Log into CERVIS, go to the volunteer portal home page (click the house icon at the left of the black bar) (28), then click “View or Cancel Registration for an Upcoming Opportunity” (29). You’ll see a list that displays either “pending” or “registered” depending upon the current status.

CERVIS Volunteer Management System

Frequently Asked Questions

The screenshot shows the CERVIS Volunteer Portal interface. At the top, there are three summary boxes: '0 Hours', '0 Activities', and '0 Days'. Below these is a dark navigation bar labeled 'Volunteer Portal Menu' with a home icon and a user profile icon. A purple arrow labeled '28' points to this menu bar. Below the menu bar, the page title 'Volunteer Portal Home' is displayed. The main content area is divided into several sections: 'Registration Management', 'Profile Management', 'Report Management', and 'Account Management'. A purple arrow labeled '29' points to the 'Registration Management' section, which contains three links: 'Sign up / Apply for an Upcoming Opportunity', 'View or Cancel Registration for an Upcoming Opportunity', and 'Record or Update Service Project Activity'.

28 →

Volunteer Portal Menu

Volunteer Portal Home

Registration Management

29 →

- Sign up / Apply for an Upcoming Opportunity
- View or Cancel Registration for an Upcoming Opportunity
- Record or Update Service Project Activity

Profile Management

- View or Update Volunteer Profile Information
- View Posted Documents

Report Management

- View or Print Volunteer Activity History

Account Management

- Change Password

How can I cancel a shift?

It depends on whether you've received your email reminder for the shift.

You'll receive this email reminder approximately 24-48 hours before your shift. This will also tell you who the shift leader is.

If you've received this email reminder and need to cancel a shift, please contact your shift leader directly.

If you haven't received this email reminder and need to cancel a shift, please cancel it on CERVIS ASAP so that a reserve can be contacted

To cancel your shift on CERVIS, first view the list of activities you're registered for (covered in the previous question), then select the checkbox beside the registration you want to remove (30) and then click "Cancel Selected Registrations" (31). This will inform the group leader so that they can call up a reserve to fill your position.

You can also cancel a shift from your emails. If your application is still pending, you can click the cancellation link in your acknowledgement email. If your application has been accepted and your shift has been confirmed, you can click the cancellation link in your confirmation email.

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Frequently Asked Questions

WHC Event Registration

i Your current registration for upcoming opportunities is listed below.

If you would like to SIGN UP for a new, upcoming opportunity, please [CLICK HERE](#).

If you would like to view your PAST registration activity, please [CLICK HERE](#).

Current Registration Activity	
<input type="checkbox"/>	Registration Info
<input checked="" type="checkbox"/>	Plug-In Shift Asst Thu, Nov 20, 2025 - 6:00 PM to 9:00 PM Test A.

Reason for Canceling (Optional)

Cancel selected registration(s)

< Portal Home

30 →

31 →

How do I update my details in CERVIS?

Log into CERVIS, go to the volunteer portal home page (click the house icon at the left of the black bar) (32), then click “View or Update Volunteer Profile Information” (33).

0 Hours 0 Activities 0 Days

32 → Volunteer Portal Menu

Volunteer Portal Home

Registration Management

- Sign up / Apply for an Upcoming Opportunity
- View or Cancel Registration for an Upcoming Opportunity
- Record or Update Service Project Activity

Profile Management

33 → View or Update Volunteer Profile Information

- View Posted Documents

Report Management

- View or Print Volunteer Activity History

Account Management

- Change Password

Update the information as required, then scroll down and hit “Update Volunteer Information” (34).

CERVIS Volunteer Management System

Frequently Asked Questions

Linked to Supporting Organisation:*

No ▾

Volunteer Birth Date:*

January ▾ 01 ▾ 1875 ▾

WHC Privacy Policy for Volunteers [Click here to view](#)

34 →

Is there a minimum number of people required for a shift to go ahead?

We have emergency policies in place for this eventuality, as well as for other situations such as there being no shift leader. These policies will be provided to shift leaders and as part of the log book. If further information is required, please contact the night shelter coordinator.

Where can I find further information about how the night shelter works?

For any questions not about shifts, rotas and CERVIS, consult your Winter Night Shelter 2026 Volunteer Handbook.

Who can I contact if I need help?

For support with CERVIS, your first port of call is our volunteer coordinator, who can be reached via email dane.cobain@wyhoc.org.uk. Our data and donations officer can be emailed on david.leigh@wyhoc.org.uk. Both Dane and David can be contacted by phone on 01494 447699 (Monday to Friday, 9 AM to 5 PM). For general night shelter enquiries, contact our night shelter coordinator via sarah.styles-mccoy@wyhoc.org.uk or the phone number listed above.