

Servas Denmark

Vejledning Hvordan du kan være medlem af Servas, når du ikke selv har adgang til ServasOnline

Buddy-ordning

Vejledning i hvordan du får en profil som vært eller rejsende, når du ikke selv har adgang til ServasOnline.

Indhold:

Få hjælp af en <i>buddy</i> , når du ikke selv har adgang til ServasOnline	2
Profil som vært	2
Profil som rejsende	2
Dansk vært på rejse i Danmark	2
Dansk rejsende i andre lande	2
Hvordan finder jeg værter?	2
Skema	3
Notér navnet på din buddy her:.....	3
Kontakt til Servas Danmark.....	3
What to write in all the fields in ServasOnline – and how	4
Join Servas	4
My Profile	5
Letter of Introduction (LOI).....	5
Basic Information	5
More about me.....	7
Hosting	9
How to reply to a message from a traveller using ServasOnline (or not).....	13
a) Standard communication in ServasOnline.....	13
b) Alternative 1 – email communication outside ServasOnline.....	14
d) Alternative 2 – phone or letter communication outside ServasOnline	14

Få hjælp af en *buddy*, når du ikke selv har adgang til ServasOnline.

Hvis du ikke selv har adgang til internet, kan logge på eller oprette din profil i ServasOnline, kan vi rekruttere en der kan hjælpe dig; en *buddy*.

Kontakt Servas Danmark.

Servas Online National Coordinator, Servassekretær

Jan Degrauwe, info@servas.dk, tlf: 20 48 50 87

Profil som vært

Optagelse i den elektronisk værtsliste i ServasOnline uden egen adgang:

Udfyld skemaet på side 3-13 nedenfor og giv det til din *buddy*. Behold helst en kopi selv.

Din *buddy* kan sende dig den færdige profil, så du kan se om alt er blevet, som du gerne ville have det.

Du kan vælge, at rejsende kontakter dig på en af flere måder:

- a) modtage emails fra ServasOnline og besvare dem ved at logge på ServasOnline (du skal altså gå ind i systemet på computeren), eller
- b) oplyse din emailadresse og bede rejsende skrive til dig uden for ServasOnline, så du kan se og besvare dem fra dit eget emailprogram på computeren, eller
- c) bede rejsende kontakte dig pr telefon eller brev (de finder dig i ServasOnline, men kontakter dig uden for systemet).

Profil som rejsende

Dansk vært på rejse i Danmark

Hvis du som dansk vært med *buddy*-ordning gerne vil på Servasrejse i Danmark, skal du kontakte din *buddy* i Servas Danmark for at få tilføjet rollen *traveller* til din profil. Så kan du som vært rejse uden godkendt Letter of Introduction, men selvfølgelig kun i eget land.

Dansk rejsende i andre lande

Du skal lave et udkast til dit Letter of Introduction i skabelonen på www.servas.dk. Du kan kontakte Servas Danmark og få den tilsendt.

Du kontakter Servas Danmark og får tilføjet rollen *traveller* til din profil i ServasOnline, og din *buddy* kan hjælpe med at lave dit Letter of Introduction i systemet.

Din *buddy* kan sende dig det færdige Letter of Introduction, så du kan se om alt er blevet som du gerne ville have det.

Derefter sender du det til godkendelse og stamp hos Servas Danmark. Fra 2018 laves det færdigt med eStamp i ServasOnline, så værter du kontakter kan se det der.

Hvordan finder jeg værter?

Som Servasrejsende med *buddy*-ordning (og med gyldigt Letter of Introduction) kan du fortsat få en udskrevet PDF-liste udleveret.

Kontakt Servas Danmark Listebiblioteket og oplys hvor du skal hen, så genererer vi listen til dig fra ServasOnline.

Skema

Notér navnet på din buddy her:

Navn:

Adresse:

Telefonnummer:

Emailadresse:

Kontakt til Servas Danmark

Servas Online National Coordinator, Servassekretær
Jan Degrauwe, info@servas.dk

Højbakkevej 32, 9440 Aabybro, tlf: 20 48 50 87

Servas bankkonto: Andelskassen Oikos, reg. nr. 8418, kontonr. 8929743963

What to write in all the fields in ServasOnline – and how

All input should be in English for you to be attractive as host and traveller to members from the whole world. It is also possible to fill out in a regionally used language, but there is no auto-translation function.

Join Servas

Field	Example	Comment	Udfyld på engelsk Navne og adresser må gerne skrives med æ, ø og å
Username	peterbo	Choose an alias you are sure to remember	
Email Address	peterbo@gmail.com	This address will be your technical link into the ServasOnline system. It should be an address you intend to keep	
First Name (Given Name)	Peter		
Last Name (Family Name)	Boesen		
Country	Denmark		
State/Province	Hovedstaden Nordjylland Midtjylland Syddanmark Sjælland Færøerne Grønland		
Nearest City	Biggish City	A location that people would be likely to enter in a search, for example Copenhagen, Odense, Aarhus. Imagine you are a traveller in Denmark for the first time.	
Phone	(+45) 12 34 56 78		

My Profile

Field	Example	Comment	Udfyld på engelsk Navne og adresser må gerne skrives med æ, ø og å
Servas Role	Host Traveller Interviewer	Input by the coordinator/ interviewer	
Photo			[Aftal hvordan din buddy får et billede af dig]

Letter of Introduction (LOI)

Field	Example	Comment	Udfyld på engelsk Navne og adresser må gerne skrives med æ, ø og å
Personal background		Introduction of yourself (occupation, interests, outlook on life, etc). Introduce family travelling with you if they don't have own LOI. This is what the hosts will read about you on the LOI	
Emergency contact		Name, email and phone number. Information of a person not travelling with you, just in case	
Other Servas travelling with you	Boesen	The field draws from other members in ServasOnline	[din buddy kan lave link til et medlem du rejser sammen med]
Children travelling with you	Mads (m) 2012 and Mette (f) 2010.	You can also let your children write about themselves in the Personal background field	
Countries to be visited	Germany Malawi		

Basic Information

Field	Example	Comment	Udfyld på engelsk Navne og adresser må gerne skrives med æ, ø og å

Age		Birth year (four numbers) The field converts the year to age	
Gender		Male or Female	
Occupation	School teacher	Describe your work so that it is universally understood	
Country	Denmark	[From Join Servas.]	
State/Region	Hovedstaden Nordjylland Midtjylland Syddanmark Sjælland Færøerne Grønland	[From Join Servas.]	
Nearest city	Biggish City	[From Join Servas.] A location that people would be likely to enter in a search, for example Copenhagen, Odense, Aarhus. Imagine you are a traveller in Denmark for the first time.	
Email	peterbo@gmailcom	Unique email used by the system as base of profile. Only one person can use this email. Other users will not see/get it. Used to reset password.	
Email for Servas notifications	Boesen_Servas@ gmail.com	Type the email you will use for contact with members (friend request or private message) from the system. If you share with a family member both can type the same email address here. <i>This could be the email address of your buddy</i>	[Oplys din buddys emailadresse, hvis du ikke selv burger email]
Phone	(+45) 12 34 56 78	[From Join Servas.]	
Mobile	(+45) 12 34 56 78		
Skype		Type in (also WhatsApp, Discord,	

Google+		or other)	
facebook			
Language	German Spanish	State “fluent” or “basic” for each language	

Current Address		Remember all details necessary to find your home Write as in local address custom. Do not translate	
Click to add your location to the map [button]		The pin is placed by default in your region and <i>is misleading if you do not adjust it manually.</i> If you don't want the pin to show your house, set it to the station, etc.	
How to get there	Bus 15A stop Bohrsgade. From airport or inner city, take metro M2, station Lergrav, walk 5 min.	Write local directions from nearest major public transport/nearest city. Use local names to make it easy to relate to the actual setting. Describe different ways of getting to your home	
Second address	Summer house in Klitmøller, Denmark	Do not translate	

More about me

Field	Example	Comment	Udfyld på engelsk Navne og adresser må gerne skrives med æ, ø og å
Live with		The field draws from other members in ServasOnline.	[din buddy kan lave link til et medlem du hoster sammen med]
Children	Anina (f) 2000	Children who are not (yet) in ServasOnline	
Member type	Host Traveller Interviewer	Based on your membership type	

Servas member since	1983	Automatically generated by ServasOnline. Edit to actual year.	
Servas traveller since		Automatically generated by ServasOnline.	
Interests	Baking, reading sci-fi, walks to the local beach, up-cycling	Explain if very special to make sure you are understood	
Organizations	Amnesty International, Frøsamlerne (Danish Seed Preservationists)	Translate and explain if local and not known widely	
Other data 1	Family welcome: Children can join our children for a visit at their school. Meals: you are welcome to join our meals and we like to cook our meals together	Use Other Data field to elaborate on yes/no fields and sleeping arrangements in Hosting section	
Other data 2	ATT: Near Legoland ATT: Walking distance to beach	Write other info in categories, f ex: ATT: (attractions), and any information that does not fit in other fields	
Traveled in	USA, Japan, Denmark, South America	If many countries in a region, state the name of the region to simplify for example Europe	
Lived in	Norway, France		
More information/Self-description	Together with my family of five I live in a quiet residential area close to the city centre, ...	This is what the travellers will read about you when they are searching ServasOnline! Write an introduction of yourself and your outlook on life, etc. Introduce family living with you if they don't have their own profile	
Interviewer		Input by the coordinator/ interviewer	
Date of interview		Input by the coordinator/ interviewer	

Hosting

If you select “yes” in a yes/no field without an adjoining text field it is a good idea to add a few words about the conditions in the two “Other Data” fields in More about me.

Field	Example	Comment	Udfyld på engelsk Navne og adresser må gerne skrives med æ, ø og å
Holiday periods:	July-Aug Christmas 1-15 Aug	Let travellers know when you cannot host, or are hosting at a different location	
Number of persons able to host:			
Men	4	(if all were men)	
Women	4	(if all were women)	
Persons	4	Take into account that many travellers want to sleep men and women in different rooms	
Children	2	Number of children included in total number	
Couples	2	Indicates beds/rooms suited for a couple	
Family welcome	-	Yes/no selector button. Yes if you want to reassure families with children that you are ready to host them	
Youth welcome	-	Yes/no selector button. Yes if you can host travellers under 18. Elaborate in the “Other Data” fields in More about me, for example “Youth welcome: Our children take French at school and welcome a chance to practice with same age traveller.	

Want more travellers	-	Yes/no selector button. Sends signal “better chance host will say yes” because host wants more travellers	
Number of days advance notice	3 14 0	State your preference [number of days]. NPNR = no prior notice required = 0	
Previous notification	-	Yes/no selector button. Select yes if <i>prior</i> notification is necessary. Input number of days above.	
Best means of contact		Email = email Write = snail mail letter Phone = voice call	
Sleeping bag	-	Yes/no selector button. State in “Other Data” field if traveller should also bring sheets	
Mandatory/ optional		Refers to sleeping bag field	
Smoking allowed inside	-	Yes/no selector button. State in comments if you don’t allow smoking outside	
I have special diet	-	Yes/no selector button. State which in “Other Data” field, for ex “vegetarian”	
Household has pets:	-	Yes/no selector button. If “yes”, write the type of pet	
Meals cooked for you	-	Yes/no selector button. Yes if you offer meals to your guests/share your meals	
Kitchen use	-	Yes/no selector button. Yes if travellers can cook in your kitchen themselves	
Facilities for disabled persons	-	Yes/no selector button.	

Add more [button]	-	If yes, select:	
Mobility impaired		Home is suitable for mobility impaired	
Limited transport		Warning that suitable transport is limited?	
Guide dog		You can host a guide dog	
Hearing impaired		Home is suitable for hearing impaired	
Vision impaired		Home is suitable for vision impaired	
Wheelchair		Home is wheelchair accessible	
Longer stay possible	-	Yes/no selector button.	
[text field]	2d+ 4d 1w	General 2d+ (= longer than 2 days), or specific (4 days, 1 week, etc.) State your terms if any, for ex do household chores, do own cooking, camp on lawn	
Emergency travellers	-	Yes/no selector button. Yes if you agree to accept people on very short notice in case of emergency (for example if another hosts falls ill and replacement is needed)	
Home exchange	-	Yes/no selector button. Yes if you are interested in exchanging homes with a member	
Camping possible	-	Yes/no selector button. If you can accommodate tents or caravans on your property you can describe what and how in the "More information/Self-description" field, for example "Camping possible: tent on lawn"	

Day Host	-	Yes/no selector button. Yes if you cannot provide a bed overnight, but wish to meet visitors (for a meal, a coffee, a chance to communicate, a guided tour, etc.) Type "I am a Day Host" in "More information/Self-description" field.	
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How to reply to a message from a traveller using ServasOnline (or not)

Three examples of how hosts and travellers can communicate:

- a) Standard communication in ServasOnline
- b) Alternative 1 – email communication outside ServasOnline
- c) Alternative 2 – phone or letter communication outside ServasOnline

a) Standard communication in ServasOnline

Note. If you reply directly to sender's email address from the notification in your email program, you will not be able to read the message contents and will have to ask him to repeat and reply to you outside ServasOnline.

Reply when a message arrives from a traveller inside the ServasOnline system	
1. Receive the notification in own email program	
2. Click link in notification	
ServasOnline opens on www.servas.org 3. Log on to ServasOnline	
4. Open My Conversations	
5. Click Subject to open the message	

How to reply to a message from a traveller using ServasOnline

6. Read the message Messages are shown in Conversations (in context)	
7. Write your reply below the message	
8. Send the message	

b) Alternative 1 - email communication outside ServasOnline

Make your own email address visible in your profile and reply to email directly to traveller's email account	
1. Receive a regular email from traveller in own email program	
2. Click reply button in own email program	
3. Write message	

d) Alternative 2 - phone or letter communication outside ServasOnline

Say in your profile in ServasOnline that you want to communicate by phone or letter	
1. Set your email address for Servas notifications and you email address for Servas notifications as not visible ("Only me")	
2. A traveller finds you in ServasOnline	
3. You answer the phone, or	
4. Open the letter	