Guidance and tips
on what to write in the fields in ServasOnline

How to fill the fields in ServasOnline

All input should be in English for you to be attractive as a host and a 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

Field	Input by member	Example	Comment
Select your country	country name, chose from picklist	Denmark Type first letter "d" --> then select Denmark	
Region	Select the region you live in from the pick list	Hovedstaden Nordjylland Midtjylland Syddanmark Sjælland Færøerne Grønland (Iceland)	*Mandatory* field for members of Servas Denmark. Servas Iceland is handled by Servas Denmark's administration team
First Name (Given Name)	Type your name	Peter	Include æ, ø, å as in normal Danish practice
Last Name (Family Name)	Type your family name	Nielsen	Include æ, ø, å as in normal Danish practice

Field	Input by member	Example	Comment
Email Address	Type an email address you are sure to keep	peterniel@gmail.com	This will be your primary communication from the ServasOnline system. It should be an address you intend to keep
Phone	Type your number: (+ country code) and number in local format	(+45) 12 34 56 78	
Picture	Upload a picture of yourself		
Street address	Free-text fields. Type street and village/local place name. Fill as we normally do on the envelope of a letter.	Pilevej 8 Taulov	Free-text fields. Write as in local address custom. Do not translate.
Postal code	Type the postal code of your address	7000	
City	Type the city name which corresponds to your postal code	Fredericia	Used in the default title of the home
Notes	Type a message to the local Servas administration team	Hi Servas, I heard about this organisation from a friend and I would like to visit Servas hosts. / Hi Servas, I am a former member and I wish to rejoin Servas as a traveller.	This message is sent to administrative team of the local Servas group

Edit Profile

Profile confirmation

Field	Input by member	Example	Comment
I confirm my profile is up to date	Click [I confirm my profile is up to date]		Read through your profile. Make updates as necessary. Then click to confirm
Photo	Click Upload. Select a photo. After you select the photo, you can crop it to size and move it to fit it in the square frame. (Tip: If the photo loads sideways or upside down, open the photo on your computer, take a screenshot of it, save and use that new file as the photo.)		Use a small file. KB rather than MB. (A big file would take too long to load when travellers view your profile)

Household

Field	Input by member	Example	Comment
Title	The system sets it. You can update it	Peter Nielsen and Gerda Nielsen	Compiled from the names of the members of the *Household* (first name and last name)
Picture	Upload a photo or illustration		The picture should represent your household and its members
Servas group	N/A		From [Join] Servas
Region	Set by the selection in From [Join] Servas, You can update it.		
About	Type a description of your household	We host as a family but husband, Peter, travels a lot for work	

Members - Account

Field	Input by member	Example	Comment
Username			
Email address	Edit if your email address changes		From [Join] Servas
Password	Current password required if you change the email address		You can change your password here
Site language	Select English, French German, Italian or Spanish	English	The language you see in ServasOnline menus, etc

Members - Edit member

Field	Input by member	Example	Comment
Picture	Upload a picture of yourself if you didn't already on [Join] Servas		From [Join] Servas. Use a photo which shows you clearly. It will also be used for your Letter of Introduction. File size up to 8 MB. Photos will automatically be reduced to a useable size.
First name	Edit if your need to correct it		From [Join] Servas. Include æ, ø, å as in normal Danish practice
Last name	Edit if your need to correct it		From [Join] Servas. Include æ, ø, å as in normal Danish practice
Occupation	Write your occupation	School teacher	Describe your work so that it is universally understood

Year of birth	Select the year	1975	
Gender	Select Male, Female, or Non-Binary		
About	Introduction of yourself (explain your occupation, outlook on life, etc.		This is what the hosts will read about you on the LOI (Used on LOI)
Interests	Type your interests	Baking, reading sci-fi, walks to the local beach, up-cycling	Explain if very special to make sure you are understood. (Used on LOI)
Lived in	Write a list of names of countries	Norway, France	(Used on LOI)
Travelled in	Write a list of names of countries	USA, Japan, Denmark, South America	If many countries in same region, you could state the name of the region to simplify f ex Europe. (Used on LOI)
Organisations	Type names of organisations you are a member of or support	Amnesty International, Frøsamlerne (Danish Seed Preservationists)	Translate and explain if local and not widely known. (Used on LOI)
Spoken languages	Type first three letters of name of language you speak to find it in the pick list. Set [Fluent] or [Basic]	fger -> German spa -> Spanish	Click [Remove] to de-select a language
Contacts	Fill the types of contact you prefer to use for communication with Servas members: Phone WhatsApp, Skype, Google+, facebook Messenger		Primary email address is registered on Member - Account but you can register an alternative email address here. Phone is from [Join] Servas

Children & others

Field	Input by member	Example	Comment
Name	Write the name of household members who are children or not a Servas member		
Picture	Upload a picture of your household member		File size up to 8MB. Photos will automatically be reduced to a useable size.
Gender	Select Male, Female, or Non-Binary		
Year of birth	Select the year	1955	

About	Type description of household members who are not Servas members	I homeshare with my senior mother, Agnes./We share meals with a young adult refugee./I rent rooms to two female students	

Address & hosting

Field	Input by member	Example	Comment
Title	Type a name for your home	Copenhagen S Home	Default is [City] combined with "Home"
Address:			From [Join] Servas. If you select [Hosting offered at this location] or [Day hosting offered at this location], this address is shown as your hosting location
Country	Select your country	Denmark	
Street address	Free-text fields. Type street and village/local place name. Fill as we normally do on the envelope of a letter.	Pilevej 8 Taulov	Write as in local address custom. Do not translate.
Postal code	Type your postal code	7000	
City	Type the city name which corresponds to your postal code	Fredericia	Used in the default title of the home
About	Brief information about your household.	I will live here until March 2025. / This is my weekend cabin at the lake.	
Map	Click [Pull from Address] to set the pin on the map		You can re-adjust the pin manually
Hosting offered at this location	Switch this on (green) to show the [*Hosting*] icon on your profile		You control this setting. If you don't host during a period you can switch [*Hosting*] off.
Able to host:			
All travellers	Select one of these		If you don't want to specify gender, select this
Couple or Women			If you can host a couple or a single woman (but not a single man), select this
Couple or Men			If you can host a couple or a single man (but not a single woman), select this

Women only			If you only host women, select this
Men only			If you only host men, select this
Maximum number of people	Fill in number	4	
Number of Days Advance Notice	Type number of days	3

14 | State your preference [number of days] for notification prior to the visit

NPNR = no prior notice required = 0 |
| How to get there | Write local directions from nearest major public transport/nearest city | 10 km W of [city].

Bus 15A stop Bohrsgade. Metro is a little faster but from the bus you see more.

From airport or inner city, take metro M2, station Beach, walk 5 min. | Use this field to provide directions and tips and tricks on how to get to your home.
Use local names to make it easy to relate to the actual setting.
Describe different ways of getting to your home |
| Can host families | Set the button to "green" to say "yes" | - | Selector button
Yes if you want to reassure families with children that you are ready to host them |
| Want more travellers | Set the button to "green" to say "yes" | - | Selector button
Sends signal "better chance host will say yes" because host wants more travellers |
| One night stay possible | Set the button to "green" to say "yes" | | Selector button
Select yes if you accept travellers who only stay one night |
| Sleeping bag/sheet required | Set the button to "green" to say "yes" | - | Selector button
State in the "More information/Self-description" field what traveller should bring |
| Smoking allowed inside | Set the button to "green" to say "yes" | - | Selector button
You can say in [More hosting details] if you do/don't allow smoking outside |
| Home is wheelchair accessible | Set the button to "green" to say "yes" | - | Selector button |

Camping possible	Set the button to "green" to say "yes"	Camping possible "yes": "tent on lawn"	Selector button. If you can accommodate tents or caravans on your property you can describe what and how in the "More hosting details" field
Home exchange	Set the button to "green" to say "yes"	-	Selector button. Yes if you are interested in exchanging homes with a member
Youth exchange	Set the button to "green" to say "yes"	-	Selector button. Yes if you are interested in setting up an exchange visit for teenages of two Servas families. Describe the exchange your teenager might be interested in in the "More hosting details" field
Longer stay (SYLE, volunteering, other training)	Set the button to "green" to say "yes"		Selector button. Yes if you are interested in participating in SYLE programs together with other hosts. Describe what you might offer in the "More hosting details" field
More hosting details	Describe hosting details such as accommodation and house rules	We have three spare beds and three mattresses. Can fit even more on the floor. / Guests sleep upstairs. You are welcome to stay longer if you help in our garden. / You are welcome to stay longer in exchange for language classes. / Our children take French at school and welcome a chance to practice with same age traveller. / Families welcome: Children can join our children for a visit at their school. / You can smoke on the balcony.	

Day hosting offered at this location	Switch this on (green) to show the [*Day Hosting*] icon on your profile	Setting this on means you will not provide a bed overnight, but will meet visitors for a meal, a coffee, a chance to communicate, a guided tour, etc.	You control this setting. Set this if you exclusively day host or day host in addition to being a host.
How I dayhost	Write about how you propose to spend time together.	I will show you my neighborhood. We can sail on the canals from my house.	
Days Advance Notice	Type number of days	3 14	State your preference [number of days] for notification prior to the visit NPNR = no prior notice required = 0
Want more travellers	Set the button to "green" to say "yes"	-	Selector button Sends signal "better chance host will say yes" because host wants more travellers

Travel - Traveller eStamp

Field	Input by member	Example	Comment
Request	Click the button when you are ready to request your first eStamp		Best done one month before you travel to make time for the interview. The request goes to Servas Denmark
Renew	Click the button when you are ready to renew the validity of your eStamp		Can be done at expiry or any time after. The request goes to Servas Denmark. If you travel regularly, please keep the eStamp updated.
History	N/A		Shows your eStamps over time, current and expired
eStamp status	N/A	eStamp expired eStamp active DK-2023-0060	Set by the system
Expiry date	N/A	2023-11-17	Set by the system. Validity is 1 year
Photo, name and email address	N/A		Photo, name and email address come from Member

Travel - Letter of Introduction

(Name, gender, nationality, age, occupation, address, phone, email, languages spoken are filled in from other sections. They will also appear on the PDF of the Letter of Introduction)

Field	Input by member	Example	Comment
Add a letter of introduction	Click the button to add a new letter of introduction		Starts the editor Edit Letter of Introduction
Published (or unpublished)	Switch *[Published]* on (green) to make the Letter of Introduction visible on your profile when the LOI is ready		Hosts can view your *published* Letter of Introduction in the system. Set new draft as *unpublished.* Set old LOI as *unpublished* if you wish to keep them
Title	Type a title to identify this LOI	Across Canada / Train trip to Zürich	We can assign titles to LOI to keep track of them. See [Published] above
Members	Select the members of your *Household* who will share the LOI		
About my trip	Describe your trip		This is focused on the trip. See description of you in [About] below
About	N/A		From About on the Member section
Interests	N/A		From Interests on the Member section
Travelled in	N/A		From Travelled in on the Member section
Lived in	N/A		From Lived in on the Member section
Organisations	N/A		From Organisations on the Member section
Main residence	N/A		Hosting location or main address from the Address & hosting section
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
Emergency contact	Name, email and phone number		Information of a person not travelling with you, just in case

View	View an existing letter of introduction		
PDF	Download a PDF for use outside ServasOnline		Attach when you send hosting request by email
Edit	Edit an existing letter of introduction		Starts the editor Edit Letter of Introduction. Use if you want to update or correct an LOI